

CLIENT GRIEVANCE PROCEDURE

Date Issued: March 15, 2017

Date Revised:

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Purpose: The aim of the procedure is to ensure that clients who feel aggrieved about the way they have been treated by staff, are given the opportunity to express their views and to have the issues resolved in a fair and speedy manner. The procedure seeks to achieve solutions through appropriate informal methods prior to the use of the formal processes, and is concerned to achieve a mutually acceptable resolution rather than to establish guilt or innocence.

Procedures:

I have a grievance; now what do I do?

INFORMAL STAGE

If you chose to express your concerns verbally, talk first to your primary provider about the matter. Allow a reasonable response time for the two of you to talk out the situation. Initiation of resolution of your grievance will occur within five days of receipt. You will be notified that the agency has begun the process to resolve the grievance. Present your viewpoint clearly. Be calm and reasonable in your presentation to the staff. It may help if you write it out. If you still do not agree with the outcome, you may follow the second recommendation.

I'm uncomfortable talking to staff about this grievance, now what?

Complete a Grievance form or write a letter describing your grievance and what you've done to try to clear up the problem. Address the form (or letter) to the Executive Director. Every attempt will be made to resolve each grievance at the program level.

FORMAL STAGE

If your grievance is not resolved, you may request a meeting with the Executive Director. If you are satisfied and accept the Executive Director's recommendation the grievance is resolved. A written summary of the resolution will be provided to the client. If your grievance is unable to be resolved within 5 days of receipt, a written notification shall be sent to you with those 5 days explaining why and identifying when the grievance process will be initiated.

I have submitted my grievance, but I'm unhappy with the way things have turned out.

Who can I turn to?

You can make an appointment to talk with the Executive Director, who takes each grievance very seriously. This will likely require an appointment, but you can ask the receptionist to see if the Executive Director is available. Review the situation with the Executive Director. Include the solution you wish to see. You will be asked if you covered the information with your primary provider before you contacted the Executive Director. If you did not, you will be referred back to the person, unless you can clearly identify why you should not talk to your primary provider about the matter. You will be advised of the actions available to you that involve the primary provider's supervisor or staff. The Executive Director will make every attempt to resolve the matter. It is possible that the Executive Director may take some time to weigh all viewpoints before making a decision, so don't expect an immediate answer.

CLIENT GRIEVANCE FORM

Grievances may be filed using this form or in other formats, including grievances submitted verbally, in person, by telephone, or via email.

Client Name _____ Today's Date _____

Date of Event _____

Description of event, including persons involved, witnesses (if any), and any attempts to resolve the problem. Use additional sheets if necessary.

Client Signature

Date

Received By

Date