

Sample Client Grievance Policies

GRIEVANCE POLICY

If a client expresses concerns about the services they received from any one of the on-site partners, [REDACTED] staff will use the following guidelines:

- Discuss the client's concerns with the Supervisor from the agency involved
- If the Supervisor is not available, the partner agency Director will be contacted
- If the client is not satisfied that their concerns were adequately addressed by the involved agency, the client may then request a meeting with the [REDACTED] Executive Director.

If a client expresses concerns about the services they received from [REDACTED] staff, the following guidelines will be used:

- Discuss the client's concerns with the staff's Supervisor
- If the Supervisor is not available, the [REDACTED] Executive Director will be contacted
- If the client is not satisfied that their concerns were adequately addressed by the involved agency, the client may then request a meeting with the [REDACTED] Executive Director

COMPLAINTS BY CLIENTS

Client Grievance Procedures

The Center's on-site partners are part of a team of dedicated, qualified individuals whose goal is to support victims of family violence and their children. Every effort is made to provide our services in a manner which is both high-quality and non-discriminatory.

In the event of a complaint about our services, ask the client to ask their Advocate and/or Intervention Receptionist at the front desk for the client grievance policy and documents.

Client Complaints

We are a team of dedicated, qualified individuals whose goal is to support survivors of interpersonal violence and their children. Every effort is made to provide our services in a manner that is both high quality and non-discriminatory.

This client complaint procedure is posted in the lobby:

If you would like to complain about services received here or anything related to the Family Justice Center, please do the following:

- Please ask for and fill out a Grievance Form.

- You can fill out the form in any language.
- You can ask to speak to the Director of Operations.
- If you are not satisfied that the concern has been resolved by the Director of Operations, please ask to speak to the Executive Director.
- If you do not understand this procedure, we are happy to explain it to you.

GRIEVANCE PROCEDURE

We recognize that in any environment in which people interact regularly, conflicts, complaints and concerns may arise. These issues may be between individuals, with staff or regarding specific policies or rules. This grievance procedure is in place to ensure you have a process to formally log your complaint or concern, be heard and have an opportunity for resolution.

You have the right to begin the Grievance Procedure if you believe that any policy has been unfairly applied to you, or that you and/or your children have been mistreated by anyone professionally associated with the organization.

- ◆ All grievances should first be brought to the attention of the Intake Coordinator. This is an informal process, just give her a call or stop in the office when she is there.
- ◆ If the issue is not resolved, you can request a meeting with the Director of [REDACTED] [REDACTED]. To do that you can call [REDACTED] and ask to speak with the Director to make an appointment.
- ◆ If after following the above steps, you feel there is no resolution to your grievance, a meeting can be requested, in writing, with the Executive Director. Mail the request for a meeting within 3 days after the meeting with the [REDACTED] [REDACTED]. Please mail to the address below:

[REDACTED ADDRESS]

The Executive Director will make the final decision on how the grievance will be resolved. The decision will be given both verbally and in writing. A copy of the decision will be placed in your file for our records.

GRIEVANCE PROCEDURE

Survivor Grievances

██████ staff and collaborative partners are part of a team of dedicated, qualified individuals whose goal is to support survivors of domestic violence and sexual assault, along with their children. Every effort is made to provide our services in a manner which is both high quality and non-discriminatory.

Survivors are informed of their rights, responsibilities, and the grievance procedure during the intake process. Any survivor that has a grievance may express their concerns through the process outlined in the intake process.

██████ employees will receive all complaints made against the Justice Center or its employees. A record of that complaint will be maintained by the ██████. Upon receipt of a complaint the ██████ Administrative Team will review the complaint and determine the scale of the complaint. The ██████ Administrative Team may determine that the complaint is unfounded or minor in nature and resolve the complaint with a phone call or meeting with the complainant. If the Administrative Team determines that a complaint is serious enough in nature, the ██████ will contact ██████ and the employees parent agency. The complainant will be advised of the outcome of the complaint.

COMPLAINT RESOLUTION

FJC staff are part of a team of dedicated, qualified individuals whose goal is to support victims of family violence and their children. Every effort is made to provide our services in a manner that is both high quality and non-discriminatory.

COMPLAINTS BY CLIENT AND/OR PUBLIC

In the event of a complaint about our services, ask the client to do the following:

1. Discuss their concerns with the Executive Director of the FJC.
2. If the Executive Director is not available, please have your client contact the Supervisor of the agency involved.
3. The Executive Director will then ask the client for his/her name, address, phone number, and some specifics about the incident or concern, which has led to the complaint.
4. The Executive Director will then contact the involved agency/supervisor and advise the client when they can expect to hear back from that agency.

5. If the client is not satisfied that their concerns were adequately addressed by the involved agency, the client may then request a review by the Executive Director who will then advise the client when they can expect to hear back from the FJC.
6. If the client is not satisfied that their concern has been resolved by the Executive Director of the FJC, the client may then request the Board of Directors of the FJC to review and/or make a final decision.