

**Policy Name:** Grievance Policy for Clients  
**Policy Location:** All  
**Date of Adoption/Approval:**  
**Effective Date:**  
**Date/s of Revision:**

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**Purpose:** To ensure that each client is aware of the process for voicing a complaint or grievance against the organization and that their grievance will be addressed in a just and timely manner.

**Policy:** (agency) recognizes the right of every individual to voice complaints and concerns regarding services provided. Each client will be informed of the complaint procedure at the time of intake to the program.

**Procedure:**

1. Each client will be informed of his rights, including the right to file a grievance against the organization. Grievance information will include all applicable contact information, internal and external.
2. The Associate Directors will be responsible for providing a written response to the aggrieved and entering a record that documents the outcome/client response to the grievance.
3. If the client is not satisfied with the outcome of the grievance, he has the right to file an appeal and bring it to the attention of the Executive Director and all applicable external contacts.
4. Quarterly, an aggregate review of all grievances will be conducted and reported to The Board of Trustees, the Quality Committee and annually to the Professional Advisory Committee.
5. Any Staff member who does not inform a client of this procedure is subject to disciplinary action, up to and including termination.

*\*Each program within agency may have an additional grievance procedure required by the individual funding source(s) for the program.*

**Revised:**  
**Board of Trustees Approval:**  
**Reviewed:**