

Grievance Procedure for Program Participants

We care about your experience in our program and want to hear from you if you have a grievance or concern. We support an open communication policy and encourage using various problem solving methods. You can report concerns or problems without fear of services being denied or reduced as a result of your concerns and without fear of mistreatment.

If you come into conflict with a staff person or volunteer, or you feel that you have not been treated fairly as a participant of our program, or if you have a particular concern regarding services:

- We encourage you to attempt to resolve concerns with the staff person, volunteer, or the manager of the program directly and promptly.
- If you do not feel safe addressing the conflict with that person directly, you have the option of communicating with that person's supervisor.
- If you are not satisfied with the outcome of that discussion or if attempts to address your concerns are not resolved to your satisfaction, you have the option of filing a formal grievance using the form below. This grievance form will go to the Executive Director.

Note: if your grievance is about the Executive Director, it should be mailed to the Board of Directors at the following address:

If you have any questions about this procedure, please speak to any staff person.

Your name: _____ (optional)

Date: _____

Your grievance:

(Please feel free to use more than the space provided)

Please give this to a staff person or mail this form to our Executive Director.*

**If your grievance is with the Executive Director, it will go to the board.*

Due to confidentiality rights of staff and personnel, we may not be able to tell you the outcome of this grievance.