



**GRIEVANCE POLICY & CONSENT FOR SERVICES**

These procedures were developed to provide guidelines for the systematic receipt, documentation, evaluation, resolution and response to client or provider grievances.

**A grievance is defined as a *Client complaint or expression of dissatisfaction regarding service delivery, or any expression of dissatisfaction by the service provider.***

**Procedures**

- 1. Client or service provider expresses dissatisfaction verbally or in writing.**
- 2. Staff member will attempt to resolve situation with the client or service provider.**
- 3. If this is not possible, then the staff who receives complaint shall notify the Director of Community Relations who will document the complaint in the Grievance Log located in the Director of Community Relation's office.**

**The Grievance Log shall include the following information.**

**Client ID# (not name)  
Nature of complaint  
Identification of those involved  
Date complaint received and by whom Summary of follow-up activities**

**Date grievance referred to Director of Community Relations, if necessary Date of resolution**

- 4. The Director of Community Relations will be responsible for collecting relevant information about the grievance, for taking action to resolve the grievance and for documenting all progress.**
- 5. The Director of Community Relations will attempt to resolve the complaint between the parties involved. If no satisfaction results, and disenrollment or termination of a contract might be appropriate, the Director of Community Relations will present the situation to the Owner/Operator for a decision.**
- 6. Thirty days after expressing grievance, clients or service providers will receive in writing all grievance facts and decisions.**
- 7. All information, including Grievance Log, will be sent to appropriate contract monitors thirty days after the end of the month.**
- 8. This procedure will be provided to each client and attached to all contracts.**

**If this procedure is not clear, or you have any questions, please call Director of Community Relations at (606) 393-5586.**

I have read the Grievance Policy and consent to A Center 4 Change's Services

\_\_\_\_\_  
Client Date

\_\_\_\_\_  
Witness Date

Client Name:  
Date of Birth: