



## Policy and Procedures: CLIENT GRIEVANCE

Any person(s) served by Journeys of the Heart Adoption Services (JOH) has the right to express his/her grievance(s) with regard to services, personnel, or policies. Grievance procedures are provided to all applicants for services at the time of application and to persons served at the initiation of a grievance. There will be no retaliation against any person filing a grievance.

The following procedure should be followed to express a grievance:

- The person(s) served/complainant should speak first with their program coordinator or JOH staff person that he/she has been working with directly.
- If the complaint or grievance is not resolved to the satisfaction of the complainant, he/she should write a letter explaining the complaint and send it to the JOH executive director.
- The JOH Office Manager will maintain a log of grievances and will record the date the complaint was received and all subsequent communications to track JOH's compliance with this policy.
- JOH executive director will review the written complaint and within two working days of the grievance will start an investigation into the complaint. The Executive Director will respond in writing within 10 working days of receiving the complaint with copies to the appropriate licensing body along with the original written complaint.
- If extenuating circumstances exist which require additional time for resolution, an interim report shall still be provided to the complainant and to the appropriate licensing body at the 10 day point, with a final report at the conclusion of the investigation. The interim report shall include the reason for the delay and an estimated date, not to exceed 30 days, for completion for the investigation and response. The interim report to the appropriate licensing body will include a copy of the original written complaint.
- If the complainant is not satisfied with the decision of the Executive Director the decision may be appealed in the following manner: Within ten working days from the date of the Executive Director's written decision, the complainant shall request, in writing, that the JOH Executive Director submit complainant's original letter to the JOH

Board of Directors (BOD) or Executive Committee (EC) of the BOD (who will report back to the BOD at their next meeting) for further consideration. The written request for further consideration must be signed by the complainant, and must state complainant's specific objections to the decision or conclusions of the Executive Director. Within five working days of receiving the request for further consideration, the JOH Executive Director shall submit the written request to the JOH BOD or EC.

- All communications and responses related to client grievances will be maintained in both the case record, and in JOH's "client grievance file" maintained by the JOH Office Manager.
- The JOH BOD or EC shall review and consider all of the facts and circumstances involved.
- The JOH BOD or EC may, but is not obligated to interview complainant and/or JOH staff.
- The JOH BOD or EC will issue a written decision within thirty calendar days of the date of the JOH Executive Director received complainant's written request for further consideration.

All decisions made by the JOH BOD or EC are considered final. The appropriate licensing body will be given copies of any and all reports and correspondence on the case.

If the complainant is not satisfied with the decision of the JOH BOD or EC, and the complainant is a party to the JOH Contract for Adoption Services, the complainant may, in appropriate situations make recourse to the dispute resolution procedure specified in the JOH Contract for Adoption Services.

All documents that form a part of this grievance procedure will be maintained by JOH in the complainant's case file. The case file shall note the date of receipt of all letters from complainant pertaining to an issue, claim or complaint.

All time limits specified in this procedure may be reasonably extended in the event of extraordinary circumstances.

This grievance procedure has been reviewed and understood by the undersigned.

\_\_\_\_\_  
Signature Date\_\_\_\_\_

\_\_\_\_\_  
Signature Date\_\_\_\_\_

Contact information for the licensing agencies:

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