

# RENAISSANCE CENTER GRIEVANCE POLICY & PROCEDURE

**Grievance Policy** for counseling clients:

**Purpose:**

- To give clients a formal opportunity to register a complaint.
- To ensure that clients' needs and interests and concerns are handled fairly & objectively.

## STEP 1

Both client and staff are expected to attempt to work problems out informally.

## STEP 2

If a client cannot resolve an issue, she/he has 5 business days to submit a completed written complaint using The Grievance Form and submit it to the church administrator. This complaint maybe expressed by client, parent/guardian and or the referring agency. The client will not be discriminated against or treated unfairly if a grievance process is initiated.

## STEP 3

The Office Manager should date stamp the form and distribute a copy to:

- a) The Program Director (unless the grievance is against the Program Director\*)
- b) The Clinical Director
- c) A copy will be forwarded into the client's medical record.

## STEP 4

- a) The Program Director has 3 Business days to respond in writing to the complaint.
- b) If the client is satisfied with the outcome, she/he should sign off on the form.
- c) If the client is not satisfied with the outcome, the Program Director must immediately forward the grievance to the Pastor.

## STEP 5

The Pastor or his designee has 3 business days to respond to the grievance.

**NOTE: If the client remains unsatisfied, she/he has the right to request referrals to other appropriate agencies at any point in the process.**

**Both the Clinical Director and the Program Director may use their discretion to meet the parties involved before responding in writing.**

**\* If the compliant is against the Program Director, skip Step 3a and an Administrator will forward to Pastor or designee.**