

CLIENT GRIEVANCE PROCEDURE

If you have a problem/concern or disagree with a program decision while at Hope, the first thing to do is let the Program Manager, District Director, or his/her designee know about it. If it can't be resolved to your satisfaction, and/or you would like to make a **formal** complaint, you have the right to do so through the Client Grievance Procedure (also called the fair hearing process or appeal) *. Making a formal complaint will NOT result in retaliation or barriers to services.

Here's what will happen:

You ask the person of your choice, e.g., the Hope Client Advocate (also called the Manager of Client Advocacy and Resources) to meet with you and, if you'd like, help you fill out the grievance form. If you are reporting the problem /concern or decision by phone, you may request to have the grievance form mailed to you. The form will then go to the Program Manager, or designee, with any other important information.

Hearing A

The Program Manager will meet with you within 10 days of receiving the form. It will be at a time convenient for you. You may request to have anyone you'd like at the meeting, including the Hope Client Advocate. If you are not satisfied with the outcome of this meeting, you can make a written request (help will be available if you'd like) to meet with the District Director.

The form will then go to the District Director with any other important information.

Hearing B

The District Director will meet with you within 10 days of receiving the form. It will be at a time convenient for you. You may request to have anyone you'd like at the meeting, including the Hope Client Advocate. If you are not satisfied with the outcome of this meeting, you can make a written request (help will be available if you'd like) to meet with the Hope President/CEO.

The form will then go to the President/CEO with any other important information.

Hearing C

The Hope President/CEO will meet with you within 10 days of receiving the form. It will be at a time convenient for you. You may request to have anyone you'd like at the meeting, including the Hope Client Advocate.

CLIENT GRIEVANCE PROCEDURE PATH

