



CLIENT GRIEVANCE PROCEDURE

Most concerns about the services you receive can be resolved by speaking directly to the staff member responsible for your care/services. Should you encounter a problem or conflict with a program staff member that has not been resolved to your satisfaction, please ask to speak with the program staff member's supervisor. If still not resolved, you, as a client of Child & Family Resources, Inc., have the right to file a formal grievance regarding your care/services. Reasons for filing a grievance may include, but are not limited to, ineligibility determinations, service reductions, suspensions, termination, discrimination or quality of services.

If you wish to file a grievance, please follow the instructions outlined below.

1. **Submit in writing *within 90 days of the incident*** to the Program Director (or to the Service Line Vice President, if the Program Director is involved in your grievance) of Child & Family Resources, Inc. a specific description of the problem or incident. The written grievance may be sent via email or postal mail and must include the following information:
 - a. Your name, address, and telephone number.
 - b. The program and location where you are receiving services.
 - c. Date or dates on which the problem or incident occurred.
 - d. Specific information regarding the problem or incident, including:
 - i. the problem;
 - ii. staff members involved;
 - iii. other persons present or involved, etc.
 - e. The action or actions you took or have taken to resolve or report the problem (as appropriate).
 - f. The action you would like to be taken by Child & Family Resources, Inc. regarding the problem or incident.
2. Upon receipt of the written grievance, **the Program Director (or Vice President) will review the grievance and submit a written response to you within ten (10) working days of receipt of the grievance.** The Program Director or Vice President may consult with CFR's Chief Executive Officer (CEO) in formulating their response.
 - a. If you are satisfied with the response, submit confirmation of this fact in

writing to the Program Director or Vice President.

3. If you are not satisfied with the written response from the Program Director or Vice President, **you have ten (10) working days in which to file a written appeal to the Chief Executive Officer (CEO) of Child & Family Resources, Inc. or request, in writing, a meeting with the CEO.**
4. Upon receipt of a written appeal, **the CEO has 14 working days to review and provide the client with a written response** to the appeal. Upon receipt of a written request for a meeting, **the CEO has 14 working days to schedule a meeting with the client, and 14 working days following the meeting to provide the client with a written response.**
 - a. If you are satisfied with the written response, submit confirmation of this fact in writing to the CEO.
5. If you are not satisfied with the response from the CEO, or at any time throughout the grievance process, you may appeal to the program funding source and utilize their grievance process, if available. If there is no further process available, the decision of the President/CEO is considered final.

If you have questions about the process or a program's funding source, or if you need contact information for a CFR Program Director, Vice President, or the CEO, please contact CFR's Quality Improvement Director at cqi@cfraz.org or (520) 321-3770.