

## GMHC CLIENT GRIEVANCE PROCEDURE

GMHC is committed to providing quality services to all clients. GMHC encourages an Open Door policy for clients when there is a grievance or disagreement with a decision. In order to receive a hearing in a timely fashion, the following steps must be taken to address the grievance.

**STEP 1: All clients should try to resolve any disagreement directly with the staff member or volunteer involved.** Whenever possible, this should occur immediately.

**STEP 2 If the situation is not resolved, the client should ask to speak with the staff member's or volunteer's supervisor.** The name and contact information must be provided by the staff or volunteer upon client's request. The supervisor will attempt to resolve the situation. If further investigation is necessary it will usually take place within 14 days. Follow-up to the client may be in person, by phone or in writing.

**STEP 3 If efforts to resolve the situation have been unsuccessful, the client may schedule an appointment with the Director of the Program where the incident occurred.** The Program Director will make the final decision regarding the grievance and will provide notice of the final decision within 30 days.

(A grievance may be filed orally. The agency staff will summarize the grievance in writing and request that it be signed by the client).

- Clients and GMHC have the right to have a representative of choice act as an advocate and observe at anytime during the grievance process.
- Grievance steps 1, 2, and 3 will be noted in the client's chart.

- The client may request a copy of related documents from his/her chart either prior to or subsequent to a grievance procedure in accordance with established Agency procedures.
- A client who files a grievance will not be denied services or treated differently. However, if the grievance is that of a suspension or termination of service, the suspension or termination will continue until the grievance is either resolved or a final decision is reached.
- Copies of all Step 3 grievances will be reviewed by a Senior Manager.

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**CLIENT ACCEPTANCE OF GMHC GRIEVANCE PROCEDURE**

I have read the GMHC Client Grievance Procedure and understand my rights as a client of the agency.

I agree to follow the proper sequence as stated in the Grievance Procedure for filing a grievance.

I understand that my grievance will be taken seriously by GMHC staff, and that my ability to access services will not be jeopardized in any way by the action I take.

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Client Name (Print)

Client Signature

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Client Code

Date

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Staff Name (Print)

Staff Signature