Deaf and Hard of Hearing Service Center, Inc

CLIENT GRIEVANCE POLICY

ur clients are very important to us at S S strives to provide the best possible services at all times to all people who call upon the agency despite limited resources and restricted funding owever there may be occasions when a client feels he or she has not been served fairly or that the conduct of a S service provider was not professional or that an individual service plan with a provider was not executed according to expectations Therefore S has developed a lient rievance olicy in an attempt to address and respond to client concerns or complaints

The following steps can be taken in resolving concerns and/or complaints:

- STEP 1- Talk to the service provider counselor interpreter etc with whom you are unhappy or are having difficulties making every attempt to resolve the problem at this level
- STEP 2- f you are unable to resolve the difficulty directly with the service provider or are uncomfortable in doing so make an appointment to meet with the service provider's supervisor or the perations irector t your appointment please state your grievance as clearly as possible. The staff person meeting with you will complete a lient rievance orm and will then send you a written reply within fourteen working days of your meeting.
- STEP 3- f you are not satisfied with the written decision and outcome of your grievance and wish to pursue the issue further then you may make an appointment with the xecutive irector t your appointment you will be asked to state your grievance once again. The xecutive irector will send you a written reply within ten working days of your meeting.
- STEP 4- f you are not satisfied with the xecutive irector's written decision and wish to pursue the issue then you must explain your dissatisfaction in writing within ten working days of the receipt of the xecutive irector's decision

e as specific as possible including dates a detailed description of the problem ake sure you note that you have already gotten a written response to your grievance from the xecutive irector ail or leave your written grievance in a sealed envelope with the uman Resources anager e or she will then schedule a special meeting of the xecutive ommittee and or ersonnel ommittee of the oard of irectors to review the grievance.

- STEP 5- The oard of irectors will conduct a hearing in which both the client and or his or her representative and the xecutive irector and or his or her designee shall have the opportunity to present their case
- STEP 6- Within working days of this hearing the oard of irectors shall deliver to the client and the xecutive irector their decision regarding the grievance. The decision of the oard of irectors shall be final and binding upon both parties.
- STEP 7- f the client wishes to challenge the oard of irectors' decision he or she may request that a professional mediator be hired or a referral to a state or federal agency depending on the type of grievance submitted to take additional steps for fair resolution. This request must be made in writing and submitted to the full oard of irectors within five working days of receipt of the oard's written decision. S will pay for the expense of the mediator.
 - S Staff has explained and fully understand the S lient rievance olicy

lient Signature

ТΥ

Staff nitials