

## Client Grievances Policy

Children's Home Society of North Carolina (CHS) recognizes the right of applicants, clients, families, parents, guardians, legal custodians and other stakeholders to air complaints and concerns. It is the policy of Children's Home Society of North Carolina that staff always respect the rights of these individuals. If, at any time, the individual wishes to express dissatisfaction with services received, or feels that his/her rights have been violated, he/she may engage in the client grievance procedure which may result in making a formal grievance. Persons seeking services through any CHS program who have a grievance or complaint shall address that complaint in writing to the agency. The staff shall design and document the grievance procedure which shall be reviewed annually by the Executive Leadership Team. The Chairman of the Board of Trustees shall annually review the pattern of any grievances with the President and determine if further Board oversight and/or intervention are necessary. For Permanency Services, a copy of the Client Grievance Policy shall be explained and given to all clients, with signature acknowledgment of receipt. A copy of the Grievance Policy is posted in each office location and a copy of the policy shall be given at any time upon request.

### PROCEDURES

1. The client shall present the complaint or grievance to the CHS Program Specialist and/or Program Supervisor.
2. The Program Specialist and Program Supervisor shall attempt to resolve the grievance or complaint. If this process does not resolve the matter, it will be forwarded to the next meeting of the Service Review Committee. The decision of the Service Review Committee shall be presented to the client within 15 working days by the appropriate program staff and/or, if requested by the client in writing, by the Service Review Committee.
3. If the client wishes to appeal this decision, the appeal will be made in writing to the President/CEO. Within 15 days of receiving the request, the President/CEO will respond either in writing or personally contact the client to schedule a personal meeting with the President/CEO, VP of Human Resources and Employee Engagement, and other appropriate Vice President or staff to respond to the appeal. The decision shall be sent in writing to the client within 15 working days.
4. If the complaint or grievance cannot be resolved by the above steps, the client may request in writing an appeal meeting with the Chairman of the Board of Trustees of CHS. It shall be at the discretion of the Chairman of the Board of Trustees to include other Board or staff members. The Chairman shall contact the client within 20 working days of the request to schedule a future meeting, and the decision reached by the Chairman will be sent in writing to the client in 15 working days.
5. Copies of all correspondence to and from the client will be maintained in the client record.
6. Client confidentiality shall always be protected and maintained to the highest possible level in the above process

***ATTN: Carli Guanciale  
604 Meadow Street  
Greensboro, NC 27405***



**Directions:**

Complete in order as many steps as necessary until you feel your grievance is resolved. The following are steps to file a formal grievance:

1. The first step is for the person who has a complaint to speak directly to the staff member involved if they feel comfortable doing so. If the person does not feel safe addressing the issue, he/she may bring it to the attention of the staff member's supervisor
2. If not resolved at this level, the person has the right to meet with the Service Review Committee
3. If not resolved at this level, the person has the right to meet with the CHS President/CEO

Name of Applicant, Client, Family, Parent, Guardian, Legal Custodian, or Stakeholder\*

Today's Date\*

Date of Incident\*

In the space below, describe the incident\*

In the space below, describe how you would like to resolve the incident\*

*If you have taken the steps outlined above in the online or downloadable form and your complaint is still not resolved, please contact the CEO and President of Children's Home Society of North Carolina and/or the Chairman of the Board of Trustees who will assist you with the appeals process.*

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