



### Client Grievance Policy

#### **1. Purpose**

Individuals and families, who seek assistance through the AIDS Taskforce of Greater Cleveland (ATGC), have the right to receive respectful and responsive treatment in a safe environment. To ensure this for our clients and/or their representative, we are committed to providing an avenue for complaints to be submitted and resolved.

A grievance is a complaint that can be made about something the client does not like. It may be a complaint about the rules, the people they had contact with or the environment in which they were served.

The Client Grievance Policy will be posted inside the offices of the ATGC and will be posted on the agency website.

It is against ATGC's policies for clients filing a grievance to be criticized, mistreated, and/or threatened by staff.

#### **2. Procedure**

If a client has a problem or complaint, the following steps should be taken:

**Step 1:** The client should talk to a staff person they feel comfortable with about the problem and/or complaint. The staff person will try to help the client in resolving the problem. The staff person will inform their supervisor with appropriate details of the grievance as soon as possible.

**Step 2:** If the staff person and/or the supervisor are not able to facilitate a resolution to the complaint the client may contact the Program Director. The Program Director will respond to the client verbally or in writing within five (5) working days.

**Step 3:** If the Program Director is not able to resolve the problem and/or complaint, the client may submit a written grievance to the Executive Director/Associate Executive Director by mail: 2829 Euclid Avenue Cleveland, OH 44115. The Executive Director/Associate Executive Director will attempt to resolve the problem and/or complaint as soon as possible; and will provide a written response to the grievance within ten (10) working days. The Executive Director/Associate Executive Director's decision will be final.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_