

Catholic Charities of Onondaga County

Client Grievance Policy & Procedure

11.2015

Policy

Every individual who receives services from Catholic Charities of Onondaga County has a right to file grievances and recommendations related to services. A grievance is a formal complaint. A grievance can be about an employee or the agency, a violation of client rights or unhappiness with services or supports.¹²³

Procedure

Clients or their personal representatives will be fully informed at the beginning of a service of their right to file a grievance or recommendation. Programs may alternatively inform clients or their personal representatives of this right by posting this information in public areas that clients or personal representatives have access to and, upon request, supplying copies of this policy and the grievance form.

- Step 1.** Clients or personal representatives are encouraged to first share grievances and recommendations with program staff. This includes speaking directly with a worker and/or program supervisor about the grievance or recommendation. Clients may complete a grievance form or call or write to:

Program Supervisor: _____

Phone Number: _____

Address: _____

- Step 2.** If the matter is unable to be resolved, clients or personal representatives may request that program staff forward their grievance or recommendation to the Program Director. The Program Director will investigate the grievance or recommendation and send a written statement for resolving the matter to the client within 45 days (cc: Chief Program Officer). Clients will be provided an opportunity to respond to the resolution orally or in writing.

Program Director: _____

Phone Number: _____

Address: _____

- Step 3.** If the matter is unable to be resolved to the satisfaction of all parties, the Program Director will refer the matter to the Chief Program Officer for review. If warranted, the Chief Program Officer may forward the grievance or recommendation to the Executive Director. The Executive Director may also review the grievance or recommendation and/or forward it to a designee. The Chief Program Officer or designee will send the client or personal representative written confirmation of the final resolution or the inability to reach a resolution to the client within 45 days.

¹ **If you suspect the abuse or maltreatment of a child or vulnerable person, immediately contact a local law enforcement agency.**

² If you witness or suspect an ethical violation or violation of the law, contact the Chief Compliance Officer at (315) 424-1800 or Compliance Hotline (866) 460-2024.

³ Individuals receiving services funded by the NYS Office for People with Developmental Disabilities have additional rights. Please contact your program for additional information.

