

JF&CS Client Grievance Handout

All clients of the agency, as well as applicants for service, have the right to make a complaint regarding any aspect of their contact/service at JF&CS. Our grievance policy is designed to reflect a fair and equitable process for receiving, considering, and acting upon any complaint that comes to our attention. For the purposes of JF&CS, the terms complaint and grievance are synonymous.

Complaints can be made either verbally or in writing. Every complaint is taken seriously, handled respectfully and seen as an opportunity for us to improve our operations. There are no negative consequences to the client for filing a complaint at JF&CS. Whenever possible, we will make written agency decisions regarding your complaint available in your native language. You are entitled to a response from staff within a clearly identified time frame:

- a. Whenever possible, verbal complaints are resolved informally.
- b. All complaints made in writing receive a written response within seven (7) days.
- c. All emergency complaints are addressed immediately.

How to file a complaint

Step 1: JF&CS believes that good practice encourages you to address any complaint about your situation to your direct service provider. The direct service provider will provide an opportunity for full discussion of the complaint with you, and then attempt to resolve the matter.

Step 2: If you are concerned or uncomfortable with this approach, or feel the matter has not been adequately resolved after Step 1, you can address your complaint to the appropriate supervisor or program manager. This supervisor/manager will review the situation and respond to you within seven (7) working days after receipt of the complaint.

Appeal Process

If you are not satisfied with the response of the supervisor or program manager, you may then submit a written appeal to the Executive Director. The Executive Director, or designee, will take such actions as deemed necessary to make a decision and respond in writing to you within 21 working days after receipt of the written appeal. The decision of the Executive Director, or designee, shall be final and not subject to further appeal.