

## **GRIEVANCE PROCEDURE**

All clients of the Agency have the right of grievance on matters related to fair and equitable provision of the Agency services. The grievance procedure is as follows.

1. When a client registers a grievance relating to service with a staff person, the client will be contacted within two business days. At that time, a meeting will be scheduled, either in person or over the telephone. This meeting will clarify the issues, and attempt to resolve any conflict.
2. If resolution is not achieved in this meeting, the client may submit a grievance to the Executive Director within 30 days.
3. If the Executive Director is unable to resolve this matter, the client has the right to appeal within 30 days, in writing, to the Grievance Committee of the Board of Directors.
4. The Executive Committee shall make the final decision on the matter.
5. The client has a right to contact the Illinois Department of Children and Family Services for assistance. Family Choices staff will offer assistance to the client by providing the telephone number of this organization.
6. Client services will not to be denied, reduced, suspended or terminated for exercising a grievance.