

CLIENT GRIEVANCE POLICY/PROCEDURE

Santee-Lynches Regional Council of Governments (SLRCOG) acknowledges its responsibility to listen to and address client complaints, suggestions, or grievances, and attempt to resolve any such matters. A grievance and/or complaint is defined as an official statement of a complaint over something believed to be wrong or unfair.

Clients (client's legal representative), have the right to file a grievance and will be treated with dignity, understanding, and respect. Under no circumstance will a client (client's representative) be subjected to any form of retaliation or be denied services because of filing a grievance.

All grievances will be given timely and careful consideration and corrective action will be taken as warranted. Every Santee-Lynches staff is charged with the responsibility of providing premiere services and assistance within the scope of agency polices and shall make every effort to resolve conflicts.

A copy of Know your Rights poster will be given to clients at their initial assessment interview and the grievance policy will be given to clients at their request or at such time that a complaint is made to a Santee-Lynches staff member that cannot be resolved.

Following is the procedure by which clients and Santee-Lynches shall attempt to discuss and resolve grievances:

1. Client (client's representative) is to discuss grievances with the staff for whom they are in contact with at the time of the complaint. If the grievance cannot be resolved, said staff member shall advise the client (client's representative) of SLRCOG grievance procedure, provide relevant forms and inform supervisor and/or director of the unresolved grievance.
2. Should the client (client's representative) wish to pursue the grievance procedure, they must inform the staff members supervisor of that intent in writing along with a detailed description of the complaint which will be communicated to the director.
3. Resolutions for the grievances will be attempted within ten-business days between the grievant, staff member and/or supervisor and director.
4. If grievance is not reasonably resolved, client (client's representative) may present the grievance to the executive director who will review the grievance and respond within ten- business days.
5. In the event client (client's representative) are still dissatisfied with the resolution, they may at this time appeal their grievance to the Santee-Lynches COG Board members. If the appeal is made, the executive director must assemble a report of the complaint to include any action taken, reason for the action, and any other relevant documentation and present it to the COG board. Once submitted, the COG board shall review the appeal within ten- business days and notify the client (client's representative) of their decision in writing. This shall serve as a final decision.

Each grievance received, response or action taken, shall be maintained by program director as part of the agencies Quality Assurance improvement process.