

# **Catholic Charities Diocese of Palm Beach, Inc.**

## **Policy and Procedures Manual**

No. of Policy 7014

**SUBJECT:** GRIEVANCE PROCEDURES FOR CLIENTS OF SERVICES

**POLICY:** All clients serviced by the various programs of Catholic Charities should be provided with the opportunity to file a complaint or grievance with the agency relative to the decisions made regarding accepting the client for services, to decisions made during the provision of services and, in general, regarding services provided to the client.

**PROCEDURES:**

- 1) Each office of Catholic Charities will display in a prominent place, readily accessible to clients of all services, the following statement:

**NOTICE TO ALL RECIPIENTS OF  
SERVICES FROM  
CATHOLIC CHARITIES**

Catholic Charities attempts to provide quality service, which involves integrity in decision-making, freedom of choice for clients, and commitment to professional responsibilities over personal interests.

If you are dissatisfied with the services of Catholic Charities, we ask that you discuss this with the staff person providing the service. After discussion, if you have been unable to obtain a satisfactory resolution, you have a right to request a review with the service supervisor. If you are not satisfied with the service supervisor's resolution, you may pursue this dissatisfaction through other levels of agency administration. A copy of Grievance Procedures can be requested at any time.

- 2) When clients are dissatisfied with services received or with decisions made regarding them, a copy of "Grievance Procedures," including the Grievance Form, will be given to the client. The following steps comprise the grievance process:
  - a) Step 1 – Prompt discussion of the problem with the staff person providing the service should take place.
  - b) Step 2 – If the problem is unresolved, the client should fill out and submit the Grievance Form to the service

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supervisor. The supervisor should contact the client to discuss the matter, possibly setting up an appointment, if necessary.

- c) Step 3 – If the problem is still unresolved to client's satisfaction, the client and/or the supervisor can request a grievance hearing with the Executive Director and Division Director present, with the results recorded. The decision at this level is final.

Absent unforeseen circumstances, a Certified Letter/Return Receipt Requested will be sent to the client within ten working days of the hearing containing the final decision.

All meetings will be scheduled in an attempt to complete the process within thirty (30) days of the grievance being initiated.

One person may accompany the client to any grievance meeting providing the client informs the staff person at least 24 hours in advance of the name of the person and relationship to the client. In addition, the client must waive all rights of confidentiality to that person.

The Board of Directors and the Continuous Quality Improvement Committee are made aware of consumer grievances.

- 3) The CQI Committee will process client grievances in order to recommend any changes in policy and/or procedures, as appropriate. The review is conducted in a manner which protects confidentiality of persons served.
- 4) The Board of Directors is made aware of client grievances through the CQI report to the Board.

**AUTHORIZED DATE:** 12/06/00

**REVISED DATE:** 04/29/05