

Client's Guide to The Center for Youth and Family Solutions Client Grievance Procedure

As a client of The Center for Youth and Family Solutions, you have the right to quality services that are provided in a humane and dignified atmosphere. In most situations, when concerns, misunderstandings, or disagreements arise, the issue can be clarified and resolved by discussing it with the involved staff member or supervisor. However, if you feel the situation has not been resolved successfully, you have the right to file a formal grievance by using the following procedure:

- a. State your grievance in writing to the immediate supervisor of the service provider and copy the service provider. Upon receipt of your written grievance, the supervisor will contact you to schedule a conference (within ten (10) working days) involving you and other relevant parties to resolve the matter.

Following this conference, a written summary of the issues and resolution will be mailed to you.

- b. If you are not satisfied with the resolution, you can request the grievance be reviewed at the next level of The Center for Youth and Family Solutions management. You must contact the next level of management in writing, within 14 days of the date of the summary, and state any remaining disagreements you would like reviewed.

Upon receipt of your written grievance, the person at the next level of management will become the grievance facilitator and the steps outlined under (a) and (b) above will be repeated.

- c. If the grievance reaches the level of management that reports to a member of The Center for Youth and Family Solutions executive team, the program coordinator or program administrator will be the grievance facilitator and will contact you to facilitate a conference within ten (10) working days. Following the conference, within the next five (5) working days, the program coordinator or program administrator will formulate the resolution and inform you of the decision in writing.
- d. If you disagree with the above decision, you can appeal to the Executive Director of the agency in writing within five (5) working days of the date of the letter informing you the decision. The final decision rests with the Executive Director or his/her designee and shall be considered the Agency's resolution to the grievance. You will be informed of the final decision in writing.

Please note: Decisions made by other entities, such as Juvenile Court or DCFS, cannot be appealed through The Center for Youth and Family Solutions.