



## **GRIEVANCE POLICY**

It is the mission of Safe Harbors to provide services to survivors of domestic and sexual violence. It is always our goal to provide these services with professionalism, compassion and understanding. In the event that a client feels they did not receive the services or treatment they feel they deserved, this policy shall assist in the situation.

- (1) If you were denied services, are dissatisfied with our services, or you feel like you were not properly treated by staff or volunteers, we ask you to discuss your grievance with them first. Many times, problems and issues can be resolved at this level.

If you do not feel as though you can discuss the matter with that person or the issue has not been resolved,

- (2) You may provide a detailed description of the situation in writing to the Executive Director within 10 days of the situation in question. The Executive Director will notify you with a written receipt that the complaint was received and then will investigate the situation with all members involved. The Executive Director will issue a decision to you within 3 business days. The decision of the Executive Director is final.

If you wish to appeal the decision and/or your complaint is against the Executive Director

- (3) You may file a written complaint to the Board of Directors within 10 days of the situation in question. The Chair of the Board will inform you that the complaint was received and then investigate with other members of the board. This may include talking to the Executive Director and staff involved. The Chair of the Board will issue a decision within 3 business days, this decision will be final.

In accordance with federal law and U.S. Department of Justice policy, this organization is prohibited from discriminating on the basis of race, color, national origin, religion, sex, age, or disability, religion, sex, or age.

To file a complaint of discrimination, contact or write Office for Civil Rights, Office of Justice Programs, U.S. Department of Justice, 810 7th Street, NW, Washington, DC 20531 or call 202-307-0690 (Voice) or 202-307-2027 (TDD/TYY). Individuals who are hearing impaired or have speech disabilities may also contact OCR through the Federal Relay Service at 800-877-8339 (TTY), 877-877-8982 (Speech), or 800-845-6136 (Spanish).

## Signatures

We appreciate you signing (or verbally dictating your signature) this document to indicate you understand the program guidelines, and what you can expect the program to provide. You will receive a copy of this packet, with signatures from you and your advocate, within 1 business day of entering the program. Please let us know if there is any other information you need or feedback, you'd like to give us. We are available to assist you in any way we can.

\_\_\_\_\_  
Participant printed Name

\_\_\_\_\_  
Participant's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Printed name

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_ Date