

RAY OF *hope*

ADVOCACY CENTER &
DOMESTIC VIOLENCE SERVICES

706 E. 3RD ST., BARTLESVILLE, OK 74006
918.337.6177

CLIENT GRIEVANCE REPORT

The Client Grievance Form must be completed and resolved within 7 days excluding holidays and weekends for Emergency Alternative Shelter to Ray of Hope, Attention: Rhonda Hudson, 706 E. 3rd Street, Bartlesville, Oklahoma 74003. For advocacy programs and outpatient counseling, a resolution will be 14 days unless appealed.

NOTICE: CLIENTS MAY FILE COMPLAINTS DIRECTLY WITH THE OKLAHOMA ATTORNEY GENERAL

All clients have a right to make a complaint to the Oklahoma Attorney General Victims Service Unit at 313 NE 21st, Oklahoma City, OK 73105, (405) 521-4274 or Fax. (405) 557-1770. Reports may be emailed to Karen.Cunningham@oag.ok.gov.

Description of the grievance, staff person involved, date, and time: (CLIENT)

Suggestions for solutions to the grievance so that it does not occur again: (CLIENT)

Resolution of the grievances so that it does not occur again: (Executive Director)

Discussed with client on Date _____

Additional comments: (IF ANY)

Signature of Grievant

Printed name of Grievant

Phone # of Grievant

Date

Executive Director

Date

President of the Board of Directors

Date

NOTICE:

Rhonda Hudson, Executive Director, is responsible for coordinating Ray of Hope's grievance procedure and for making final decisions to resolve grievances.

The Executive Committee of the Board of Directors is responsible for resolving all grievances against the Executive Director and to resolve formal grievance appeals.