	TEAM: Organization	EFFECTIVE DATE: June 25, 2019	DOCUMENT TITLE: 2.16 Client Grievance Policy and Procedures
	REVIEW DATE:	REVISED DATE: 10/04/2019	APPROVED BY: Board of Directors

Ray of Hope Advocacy Center is committed to fair and non-discriminatory treatment for all employees and clients. We believe that clients and families/guardians should be satisfied with the services and treatment they receive while engaged in the programs at Ray of Hope. Each client and, if involved, their family members and significant others, has the right to file a complaint and/or grievance without interference and retaliation, and have it resolved in a timely manner without alteration of their treatment when they feel mistreated or inadequate services have been provided, or when the client feels their rights have been violated.

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

The following procedures will be utilized when a grievance is entered through the appropriate processes.

1. The client/guardian/representative will discuss the complaint directly with the program supervisor. Together, they will attempt to resolve the complaint through an informal resolution process.
2. If the complaint cannot be resolved and the client/guardian/representative chooses, they may complete and submit the Client Grievance Form to activate formal grievance procedures.


When a client and/or family/legal guardian chooses to enter into the formal grievance process, the following procedures will be utilized:

- Date stamp Grievance and provide a copy to the Executive Director.
- Review and discuss with Grievant.
- Provide written resolution within five business days.

If the Grievant disagrees with the resolution they may appeal to the Executive Committee of the Board of Directors.

- Executive Committee Reviews grievance and discuss with Grievant.
- Provide written resolution within two business days.
- No further appeals may be made.

Grievance forms can be obtained from any staff member at Ray of Hope. The completed Grievance Report Form should be submitted to the Executive Director. If the alleged infringement is directed at the Executive Director, a client should submit the completed Grievance Report to the Executive Committee of the Board of Directors.

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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. Client Grievances may also be emailed to karen.cunningham@oag.ok.gov.

Grievances are reviewed on a quarterly basis for performance improvement outcomes and to ensure the rights of the clients are being enforced adequately and fairly. A quarterly report of grievances is provided to the Ray of Hope Board of Directors.

This policy and procedure document shall be reviewed on an annual basis and updated as necessary.