

# Grievance Procedure - ENGLISH

## Client Grievance Procedure

A client may file a grievance if the client feels a staff member or volunteer has treated them unfairly, if they feel that the rules have been inequitably enforced, or if the client feels their safety or confidentiality has been compromised due to actions or policies of the Trauma Recovery Clinic at The Rowan Center ("The Clinic").

A client also has the right to request a change of counselor and may speak to the Clinical Director, Luke Robbins, LCSW, 203-487-0675, to discuss this and the Clinical Director will determine if the request will be honored or not.

Any complaint beyond a request for change of counselor should be in writing and contain the following information about the incident:

1. Name
2. Address
3. Telephone number
4. Date of incident and date letter is submitted
5. Description and location of the incident

Upon request, persons with disabilities may use an alternate method to file the complaint, including such things as a taped personal interview.

The complaint should be submitted by the grievant and or designees no later than sixty days after the alleged incident to The Clinic's Clinical Director. A grievance against the Clinical Director should be submitted to The Clinic's Executive Director, Mary Flynn, at 203-487-0671.

Within twelve days after the receipt of the complaint, the appropriate agency representative responsible for acting upon the grievance will meet with the complainant to discuss the complaint and possible resolutions. Then, fifteen days after this meeting the person hearing the grievance will respond in writing, and where appropriate in a format accessible to the complaint. The response will explain the position of The Clinic and offer options for substantive resolution of the complaint.

If the response does not satisfactorily resolve the issue, the complainant and/or designees may appeal the decision in writing within fifteen calendar days of receipt of the response to the Board of Directors.

Your signature confirms that you have received this form and that you understand the Client Grievance Procedure.