

## Client Grievance Policy

- I. Purpose.** The purpose of this *Client Grievance Policy* (this “**Policy**”) is to inform clients, caregivers and other stakeholders of their right to file a grievance. Every complaint or problem is significant enough to be of concern.
- II. Scope.** This Policy applies to all employees, Board members, affiliates, service recipients, and general stakeholders of Tides Family Services.
- III. Policy.** It is the policy of Tides Family Services (TFS) to respond to all grievances with prompt and careful attention. Filing a grievance with TFS does not have an impact on a client’s ability to receive services from TFS and clients are encouraged to use the complaint process without fear of retaliation or discrimination from any member of TFS.
- IV. Definitions.** Capitalized items not otherwise specified below but used in this Policy shall have the meanings assigned to them in this policy.
- (a) “**Grievance**” Is an expression of verbal or written dissatisfaction that can include, but is not limited to, services, manner of treatment, outcomes or experiences.
- V. Procedure.**
- (a) A copy of this policy is provided to all clients and their caregiver/legal guardian upon intake and is made available upon request at any time.
- (b) Clients are encouraged to bring any concerns related to client care, manner of treatment, outcomes or experiences directly to the staff with whom they have concerns in attempts to resolve the concern in attempts to resolve the complaint quickly and as close to the source as possible.
- (c) Upon request of the client or recommendation of the direct service provider, the client may conference with the program Supervisor, or the program Director. If there is no resolution of the client’s concerns at these levels, upon request or recommendation, the client can meet with the CEO.
- (d) Complaints may also be submitted directly by a client, caregiver, or other stakeholder in writing directly to the Sr. Vice President of Treatment Programs at 215 Washington Street, West Warwick, RI 02893.
- (e) Upon receipt of the complaint, the Senior Vice President of Treatment Programs will initiate a Grievance Review. This process includes a direct inquiry with the person filing the complaint and may include any of the following:
- i. Interviews with involved program staff and/or their supervisor.
  - ii. Review of case records.
  - iii. Review of involved program staff’s supervision documentation.

- (f) Resolution to a complaint should be finalized within thirty days of the start of the review process. If a review exceeds thirty days, reasons and action plans should be documented.
- (g) All written grievances, TFS' response to them, and a summary of the action taken on each complaint will be kept and results reported through the agency's Continuous Quality Improvement System