

Definition

A complaint is a problem you are having with a LUK staff, service or program that needs to be dealt with.

A grievance is a formal written complaint for the purpose of investigation and resolution.

Grievance Procedure - Purpose

You may have complaints about services or staff. When you bring those complaints to our attention, we will work with you so that they do not become lingering problems. Some problems may remain unresolved and the following procedure is designed to offer clients an opportunity to address their concerns

Grievance Procedure - Guiding Values

LUK seeks to create an environment that is safe, non-discriminatory, and trustworthy. LUK works hard to respect the unique concerns of people whose trust has been violated by those in a position of authority, influence, or power. Staff tries to be open and responsive to your feedback and complaints. We value your opinion and perspective. LUK values direct feedback and honesty, personal responsibility, and mutual accountability. Staff seeks to develop relationships in which you and staff are accountable and responsible. This grievance policy is intended to be consistent with the agency's values, the focus of which is the staff - client relationship, while at the same time seeking to hold staff accountable to the values of the agency.

Grievance Procedure - Guiding Principles

Every complaint or problem is significant enough to be of concern.

Every problem should be resolved as quickly and as close to the source as possible.

Clients are encouraged to use the Grievance Procedure without fear of retaliation.

Grievance Procedure - Process

This Grievance Procedure is given to you and your parent/guardian (if needed) when you enter or start a program or service and again when a grievance occurs.

The Grievance Procedure is to be used when you have talked about a complaint with staff or the staff's supervisor and you are not satisfied with the result. Or you have a complaint that you think should involve someone else outside of your program or service.

If you need help writing your grievance a staff person of your choice can help you.

Your written grievance can be submitted to the Clinical Director or his/her designee. The Clinical Director will let you know in two (2) working days that your grievance was received. The Clinical Director or his/her designee will give you an estimate of when the investigation and a written report will be completed. In addition, the Clinical Director will talk with you about how a Human Rights Officer may help you with your grievance. The Clinical Director or his/her designee investigates all of the facts and circumstances and will give

you a response in writing within a reasonable amount of time.

If you are not happy with the response of the Clinical Director or his/her designee, you may appeal to the Chief Executive Officer (CEO) of the agency, who will look at all of the facts and circumstances and give you a response in writing within five (5) working days.

If you are not happy with the response of the CEO, you may appeal to the agency's Board of Directors, who will consider all of the facts and circumstances involved and give you a response in writing within five (5) working days of the scheduled monthly meeting.

All written documentation about your grievance, including the grievance form, written responses, and documentation of the process and outcome, shall be placed in your record. A copy of the documents shall be placed in the central agency file. All formal grievances submitted in accordance with these procedures shall be documented in the agency information system.