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|  <p><b>Programs Policy Manual</b></p> | SUBJECT: Communication and Grievance Procedures   | NUMBER:<br>CR 3                             |
|  | AUTHORIZED:<br> | EFFECTIVE DATE:<br>9/25/13<br>REVISED DATE: |
|  | President and CEO   | PAGE NO. 1 of 1                             |

**I. POLICY**

Clients who are having difficulty resolving an issue are encouraged to utilize St. Anne's Communication and Grievance Procedures.

**II. PURPOSE**

The Communication and Grievance Procedure allows residents to address their concerns anonymously or with a St. Anne's Staff in an appropriate manner.

**III. PROCEDURE**

1. During the enrollment and intake process, clients will be informed of their rights as well as St. Anne's Communication and Grievance Procedures. Clients will be given a copy of their personal rights at admission, and a copy of the Program's communication and grievance procedures process and form.
2. There are several ways in which a client can voice concerns. Among them include, talking to a St. Anne's Program or Quality Assurance staff member, submitting an anonymous suggestion, or calling the Safety and Help Line at extension 520.
  - a. Clients living in the Residential and Transitional Housing Programs can also speak to their Resident Council Member, or discuss their concern in a resident meeting.
3. If the client is still not satisfied with the solution, the client can file a written grievance with the Program Director. The Assistant Director will conduct an initial investigation regarding the complaint, including talking to the client(s) and staff(s) involved, and documenting any findings. The contents of the investigation will be discussed with the Program Director and a decision will be discussed with the client.
4. If the client is not satisfied with the decision of the Program Director, the client has the opportunity to appeal the decision to the Senior Director. The Senior Director will follow the same investigation process as noted above to resolve the client's concern.
5. If the client continues to have concerns regarding the decision made by the Program Director and the Senior Director, the client has the opportunity to appeal the decision to the Chief Operating Officer (COO).
6. If the client continues to have concerns regarding the decision made, the client may contact his/her respective Ombudsman regarding the issue.
7. Any Safety and Help Line calls will be investigated, resolved, and documented within seven (7) calendar days of the call.
8. All client grievances will be reviewed at least quarterly in order to identify recurring issues/concerns and develop improvement plans, as necessary.