

GRIEVANCE PROCEDURE AND APPEAL PROCESS

Clients who have complaints regarding agency services or policies shall submit such complaints in writing to the supervisor of the staff person involved. Written responses and/or decisions on complaints shall be sent within ten (10) working days along with the agency's written appeal process.

This form serves as the agency's written complaint policy, and is provided to all clients, and a signed acknowledgement of receipt of the complaint policy by clients will be maintained in their individual case records.

Appeals of grievance decisions shall be made in writing to the Director of Adoption by the complainant within fourteen (14) working days of the initial decision. Written responses to the appeal shall be made within fourteen (14) working days of receipt of the appeal. Following the decision of the Director of Adoption, further appeal may be filed in writing by the complainant within fourteen (14) working days of this decision to the Director of Greater Boston. Written responses to the appeal shall be made within fourteen (14) working days of receipt of the appeal.

In cases where the Director of Adoption reviewed the initial complaint, the written appeal shall be made directly to the Director of Greater Boston. Written appeals shall be filed by the complainant within fourteen (14) working days of the initial decision. Written response to the appeal shall be made within fourteen (14) working days of receipt of the appeal.

If, following the decision of the Director of Greater Boston, the client remains dissatisfied with the result, a further appeal may be filed in writing within fourteen (14) working days of this decision to the Director of Services. Written response to the appeal shall be made within fourteen (14) working days of receipt of the appeal. The decision of the Director of Services shall be final.

I acknowledge that I have read the above policy and have asked any questions stemming from it. I have also received a copy of this form.

Signature

Date

7/2002