

# CLIENT GRIEVANCE POLICY

## 1. Purpose

Individuals and families, who seek assistance through EMAA's programs, have the right to receive respectful and responsive treatment in a safe environment. To ensure this for our clients and/or their representatives, we are committed to providing an avenue for complaints to be submitted and resolved.

A grievance is a complaint that can be made about something the client does not like. It may be a complaint about the rules, the people he/she has had contact with or the environment in which he/she was served.

The Client Grievance Policy will be posted in all of the EMAA offices/worksites and will be posted on the agency website.

It is against EMAA policies for clients filing a grievance to be criticized, mistreated or threatened by staff.

## 2. Procedure

If a client has a problem or complaint, the following steps should be taken:

**Step 1.** The client should talk to a staff person he/she feels comfortable with about the problem or complaint. The staff person will try to help the client in resolving the problem. The staff person will inform their supervisor with appropriate details of the grievance as soon as possible.

**Step 2.** If the staff person and/or the supervisor are not able to facilitate a resolution to the complaint, the client may contact the Program Director. The Program Director will respond to the client verbally or in writing within five (5) working days.

**Step 3:** If the Program Director is not able to resolve the problem or complaint, the client may submit a written grievance to the Executive Director by mail: **Executive Director of EMAA, P.O. Box 308, Park Hills, MO 63601.** The Executive Director will attempt to resolve the complaint or problem as soon as possible; and will provide a written response to the grievance with ten (10) working days. The Executive Director's decision will be final.

