

RTEBN Client Grievance Policy

The client has the right to register formal complaints regarding Rebuilding Together East Bay-North (RTEBN) and will not be denied these services based upon such complaints. This Grievance Policy must be presented to the client during the application process.

The standardized grievance procedure is intended to address only issues specific to RTEBN. The program is not expected to address complaints lodged by one client in reference to another client's issues; neither is it expected to address complaints regarding other agencies or external programs.

The client must also be informed that accompaniment by an advocate (e.g., co-worker, friend, family member, etc.) at each step of the grievance process is permissible and that the complaint may be withdrawn by the client at any time.

Grievance Procedure

This standardized grievance procedure is intended to address only issues specific to RTEBN.

The program has a designated liaison for client complaints. The liaison will work with the client to ensure that each step of this procedure is completed and documented appropriately. The liaison is responsible for the routing of the complaint to each successive level of review.

Step 1

The client requests to file a grievance that specifically relates to the Safe Homes or Community Facilities program.

Immediately upon expression of a concern or complaint, the client will be directed to the program's liaison. The liaison is responsible to explain each step of the grievance procedure to the client and to assist in the proper completion of documenting the complaint. This compels the client to sufficiently describe the issue of concern. It is imperative that the description be clear and manageable. Attachments within this documentation are required. The completed documentation must be returned to the liaison by the client within 30 days of the incident. **Go to Step 2.**

Step 2

The liaison directs the documentation to the Executive Director.

The liaison will review the form for completeness and timeliness within 3 business days of receipt from the client. Late or incomplete documentation will not be accepted. The Executive Director will review the documentation and attempt to meet face-to-face with the client to resolve the matter. This meeting must be scheduled within **five working days** of receipt of the documentation from the liaison.

In meeting with the client, the Executive Director should make all reasonable efforts to resolve the concern to the client's satisfaction. The liaison should be available to witness the meeting and to immediately prepare the documentation following the meeting.

If the matter is resolved, the client will sign the Grievance Policy Form, indicating satisfaction with the proposed resolution. The liaison will then place the completed Grievance Policy Form in the client's confidential file. **Stop.**

If the client is dissatisfied with the outcome of the meeting with the Executive Director, the liaison will immediately obtain the client's signature indicating dissatisfaction with the proposed resolution and will direct the documentation to the executive committee within **two working days** of the meeting with the Executive Director. **Go to Step 3.**

Step 3

The liaison directs the documentation to the designated executive committee of the Board of Directors.

The designated executive committee will review the documentation and is to attempt to meet face-to-face with the client to resolve the matter. This meeting must be scheduled within **ten working days** of receipt of the form from the liaison. It is strongly recommended that the committee also include a representative from the RTEBN staff. Committee members must sign the agency's confidentiality statement as well as a "conflict of interest" agreement. The composition of the executive committee is to be a matter of public record. The RTEBN staff may not be members of the committee and may not be present during the meeting between the client and the committee unless invited by the client; however, they may be consulted by the committee prior to or following the client meeting.

In meeting with the client, the executive committee should refrain from making an immediate decision but should gather as much pertinent information from the client as possible. The liaison will witness the meeting and will immediately prepare the documentation following the meeting.

The committee is allowed up to **five working days** from the date of the meeting to consider the matter, at which time a decision must be provided to the liaison in writing. The liaison will notify the client in person of the decision within **five working days**.

If the matter is resolved, the client will sign the Grievance Policy Form, indicating satisfaction with the proposed resolution. The liaison will then place the completed Grievance Policy Form in the client's confidential file. **Stop.**

If the client is dissatisfied with the outcome of the meeting with the executive committee, the liaison will immediately obtain the client's signature indicating dissatisfaction with the proposed resolution and will direct the documentation to the full Board of Directors within **two working days** of the liaison's notice to the client of the executive committee's decision. **Go to Step 4.**

Step 4

The liaison directs the documentation to the Board of Directors.

Upon receipt, the RTEBN's Board of Directors will review all submitted materials regarding the matter. If necessary, the Board will attempt to contact the client by telephone to further discuss the circumstances of the complaint. RTBN staff and members of the grievance committee may be consulted for clarification of particular issues. Other parties may also be consulted. The Board of Directors is allowed up to **fifteen working days** to consider the matter, at which time a written decision must be provided to the client and the agency's liaison. The decision will be accompanied by the documentation prepared by the client for final signature by the client and for filing.

The decision of the Board of Directors is final. For purposes of program continuity and efficiency, the program may not process the same complaint by the same client more than one time. The liaison is to place the completed documentation (signed by the client) in the client's confidential file and to forward this final copy to the Board of Directors. Additional documents collected by the program during the course of the process should be housed in files that are separate from both the client's confidential file and any personnel records. **Stop. End of process.**