

example of grievance policy



Yakima Neighborhood Health Services
12 South 8th St, PO Box 2605
Yakima WA 98907-2605
Phone (509) 454-4143 Fax (509) 454-3651
www.ynhs.org

Standard 7.2, 7.5



YNHS Health Care for the Homeless / Housing – Appeal Process

If a tenant/family has a conflict with YNHS operations staff or support staff, or feels he/she/they are being unfairly treated, the following process has been developed:

GRIEVANCE PROCEDURES

STEP 1. Whenever possible, try to talk things over with your Case Manager or the Housing Manager directly – the person you are having the conflict with.

STEP 2. If the matter cannot be resolved between the tenant and the staff member directly, the client/tenant should contact the employee’s direct supervisor in writing within five days of the incident/issue being contested.

STEP 3. If the matter cannot be resolved by the employees direct supervisor, the issue should be reported to a YNHS Administrator, in writing within the next five working days.

STEP 4. If there are still questions about the matter, submit them in writing to the President/Chief Executive Officer. The President/Chief Executive Officer will review the case and respond in writing to the employee within 10 days.

STEP 5. Any matter that cannot be resolved by step 4 will be referred to the Executive Committee of the Board of Directors for review and decision. The Executive committee may respond to the employee in writing within thirty days.

Received by Tenant

date

(1 copy for client / tenant, 1 copy to file)



Accredited by the Joint Commission