

Example

Resident Life Services - Grievances

Policy

It is Interfaith House's policy to recognize that from time to time it may be necessary for residents to express and seek resolution of service-related grievances or rights violations. Interfaith House provides the opportunity through the following grievance procedure. All residents are guaranteed free access to this procedure. Residents are made aware that such a grievance procedure exists during orientation. No resident will be discriminated against for expressing a grievance. However, this policy does not protect residents from consequences of any rule violations that led up to the grievance. Any discussion that takes place during the resolution of the grievance is strictly confidential.

Procedure

1. A resident may obtain a *Resident Grievance Form* from any program staff member. The resident should complete the first part of the form by stating, in writing, which right was violated and the resolution that is being sought. The resident should submit the form to his/her case manager or an immediate supervisor if a staff member is involved.
2. After receiving the completed *Resident Grievance Form*, the appropriate staff member will conduct a prompt investigation about the incident. That staff member will respond to the resident in writing about the matter within three (3) working days.
3. After receiving the written response, the staff member addressing the grievance will hold a meeting with all involved parties. The meeting will take place within three (3) working days of the investigation's completion.
4. If the resident does not feel a satisfactory resolution has been reached, he/she may re-submit the grievance to the next level supervisor. This supervisor will respond in writing within five working days. Copies of his/her response will also be given to all involved staff members. The decision of the next level supervisor regarding the grievance is final.
5. If a resident does not reach a satisfactory resolution by following this procedure, or if he/she is not comfortable filing a grievance directly with Interfaith House, a grievance may be filed with the Client Grievance Project. The resident may utilize the Client Grievance Project at any step during the procedure outlined above. The Client Grievance Project will act as a mediator between the resident and Interfaith House. The Client Grievance Project can be contacted at 312-747-9646.

Michael Cook, Executive Director Date