

INTERFAITH HOUSE RESIDENT GRIEVANCE PROCEDURE

You are entitled to a fair hearing, If you feel that you have been unfairly discharged and/ or you feel your rights have been violated during the course of the discharge. A non-exclusive list of conduct that may lead to involuntary discharge are: theft, intentionally destroying agency or other client's property; engaging physical violence and or abuse; possessions of weapons; using alcohol or having illegal substances on property; failure to abide by policies and procedures: If behaviors are threatening to the health, safety and well being of the agency it is the sole absolute discretion of Interfaith House to dispense with the informal hearing.

1. Obtain a resident's grievance form from any staff member. Complete the first part of the form by stating in writing which right was violated and the resolution you seek. Submit the form to your case manager or an immediate supervisor if a staff member was involved.
2. After receiving the completed Resident Grievance Form, the appropriate staff member will conduct a prompt investigation about the incident. He/she will respond to you in writing about the matter within three working days.
3. After receiving the written response, the staff member who addressed the grievance will hold a meeting with all involved parties. This meeting will take place within three working days of the investigation's completion.
 - a. You have the right to review your file
 - b. Confront opposing witnesses
 - c. Present testimonies
 - d. You may have representation at this meeting.
4. A decision will be determined based and communicated to you by the Program Director.
5. If you feel a satisfactory resolution has not been reached, you may re-submit the grievance to the Executive Director. The Executive Director will respond to you in writing within five working days. Copies of his/her response will also be given to all involved staff members. The decision of the Executive Director is final.

All involved parties will treat all transactions occurring during the grievance procedure confidentially.

Interfaith House Grievance Officer: Pamela Kerr, MSW Programs Director

If you do not reach a satisfactory resolution by following this procedure, or if you are not comfortable filing a grievance directly with Interfaith House, you may also file a grievance with the Resident Grievance Project. You may file a grievance with the Resident Grievance Project at any step during the procedure outlined above. The Resident Grievance Project will act as a mediator between you and Interfaith House. You can contact the Resident Grievance Project at (312) 747-9646.

By signing below, I am recognizing that I completed orientation, understand the conditions of residency, and received and was informed of the Resident Grievance Procedure.

Resident Name (printed)

Resident Signature

____/____/____
Date