CL-2.6 Client Grievance

Persons seeking services through any CHS program who have a grievance or complaint will address that complaint in writing to CHS. A copy of the Client Grievance Policy will be available to all clients with a documented process for each program. A copy of the Grievance Policy will be posted in each office location, and a copy of the policy will be shared at any time upon request.

CHS seeks to address the needs of clients, and when dissatisfaction or concern is expressed by a client, CHS seeks to understand and attempt to resolve the complaint as satisfactorily as possible to all parties.

1. The client will present in writing the complaint or grievance to the CHS Program Specialist and/or Program Supervisor.

2. The Program Specialist and Program Supervisor will attempt to resolve the grievance or complaint. If this process does not resolve the matter, it will be forwarded to Program Director, Executive Director, and the Chief Program Officer.

3. If the client wishes to appeal this decision, the appeal will be made in writing to the President/CEO. Within fifteen (15) days of receiving the request, the President/CEO will respond either in writing or personally contact the client to schedule a personal meeting with the President/CEO, Chief Program Officer, and other appropriate Chief Officers or staff to respond to the appeal. The decision will be sent in writing to the client within fifteen (15) working days.

4. Copies of all correspondence to and from the client will be maintained by the Analytics and Quality Improvement program within CHS.

5. Client confidentiality will always be protected and maintained to the highest possible level in the above process.