Children's Home Society of North Carolina

Directions:

Complete in order as many steps as necessary until you feel your grievance is resolved. The following are steps to file a formal grievance:

1. The first step is for the person who has a complaint to speak directly to the staff member involved if they feel comfortable doing so. If the person does not feel safe addressing the issue, he/she may bring it to the attention of the staff member's supervisor

2. If not resolved at this level, the person has the right to meet with the Service Review Committee

3. If not resolved at this level, the person has the right to meet with the CHS President/CEO

Name of Applicant, Client, Family, Parent, Guardian, Legal Custodian, or Stakeholder*

Today's Date*

Date of Incident*

In the space below, describe the incident*

In the space below, describe how you would like to resolve the incident*

If you have taken the steps outlined above in the online or downloadable form and your complaint is still not resolved, please contact the CEO and President of Children's Home Society of North Carolina and/or the Chairman of the Board of Trustees who will assist you with the appeals process.

ATTN: Grievances
604 Meadow Street
Greensboro, NC 27405