

Procedure Name:	CLIENT GRIEVANCE PROCEDURE
Relevant Policy:	N/A
Domain:	Operations Department
Policy Location:	S:\POLICIES & PROCEDURES\CLIENTGRIEVANCEPROCEDURE
Approved By:	Tita Yutuc, LCSW, Chief Operating Officer
Effective Date:	9/15/2013
Date(s) of Revision:	9/15/2013
References:	None

STATEMENT OF PURPOSE

SOS Children's Villages Illinois believes that all clients have the right to appeal decisions or actions taken by the Agency or a representative of the agency related to your services.

AREAS OF RESPONSIBILITY

The Operations Department, headed by the Chief Operating Officer is ultimately responsible for ensuring that the Procedure outlined below is accurate and implemented appropriately. The Human Resources Department offers support and guidance as necessary.

PROCEDURE

Grievance Steps:

- Attempt to resolve the conflict by talking with the SOS Children's Villages Illinois staff member directly involved first.
- If the grievance is not resolved verbally, explain in writing, the problem and give or direct it to the staff member's immediate Supervisor, copying the Village Director. This written information must be submitted to the immediate Supervisor within seven (7) days of the incident, or the grievance will be dismissed due to untimely filing. Within seven (7) days of receiving the report the Supervisor will meet with you. In the meantime the staff decision stands.
- If the grievance is with the Village Director or the Village Director's decision, explain, in writing, the problem and give or direct it to the Chief Operating Officer of SOS Children's Villages Illinois. This written information must be submitted within seven (7) days of the Village Director's decision or the grievance will be dismissed due to untimely filing. The COO has seven (7) days to meet or reply in writing. In the meantime the Village Director's decision stands.
- If the grievance is with the decision of the President/CEO, submit, in writing, a copy of the complaint to the SOS Children's Villages Illinois Board of Directors. It will be taken into consideration by the Board in a timely manner, and a final reply will be issued in writing.
- Notification of all decisions will be written, sent to you, and noted in your file within ten (10) days following the meeting.
- Some program related grievances may be appealed outside of SOS Children's Villages Illinois. The Village Director can provide you with the appropriate contact information for applicable cases.



CLIENT GRIEVANCE PROCEDURE

These grievance procedures have been explained to me. I have been provided a copy of the SOS Children's Villages Illinois Client Grievance Procedure.

Client Signature

Staff Signature

Date

GETTING HELP

If you are in need of further assistance, please contact the Chief Operating Officer or the Human Resource Department at 312-372-8200.