

SPERO CLIENT GRIEVANCES

Clients have the right to file a complaint or grievance without interference or fear of retaliation. All staff members are expected to be attentive and respectful to any complaint or grievance that is reported by a client and are prohibited from discouraging, intimidating, or seeking retribution against clients who seek to exercise their rights or file a complaint or grievance. The following provides guidance on filing a grievance:

1. Information on how to file a grievance will be shared with all clients at the beginning of services.
2. Clients may share complaints and grievances with staff verbally and staff will initiate the process of formal grievance for the client. (i.e. If a client calls the program to share a concern, the staff member receiving the call shall be responsible for documenting the concern on the formal grievance form.)
3. The first step in resolving the grievance will be seeking a resolution within the program with the staff involved. If a satisfactory resolution is not achieved, then staff should inform the client of their right to submit a formal grievance. The staff member will review the procedure and clarify any questions the client has about the process. Informal efforts to resolve complaints should be documented in the client's case records via a documentation case note. If a client believes that they cannot approach a staff member to resolve the complaint/grievance, then they may go to the next level of supervision directly.
4. Formal grievances will be submitted to the Program Manager for review. In the event the grievance being filed involves the staff person responsible for processing the grievance at that level, the involved staff person will immediately move the grievance to the next level and remove himself/herself from the process. The receiving party will document in writing any communication regarding the grievance on the form. The receiving party will meet with the client to discuss his/her concern within 72 hours of the receipt of complaint. Ideally this will be followed by a joint meeting with all involved parties to bring closure to the issue if appropriate.
5. The grievance will then be submitted to the respective Director for review and/or consultation. The client must receive a written resolution within 10 working days of the receipt of the grievance.
6. The Director may complete a further investigation to determine the validity of the grievance if necessary. The validity of grievance must be determined within 10 working days of receipt of the grievance and the client must receive written resolution within 11 days of receipt of the grievance. If the client remains dissatisfied with the outcome, they may appeal it to the next level of supervision, often the respective Director. Appeals will be determined within 10 working days of the receipt of the appeal and conveyed in writing to the client within 24 hours of the decision.
7. If the client is still not satisfied with the resolution, they may make one final appeal to the President/CEO. Appeals to the President/CEO will be determined within 10 working days of the receipt of the appeal and conveyed in writing to the client within 24 hours of the decision.
8. If the complaint involves the President/CEO then the grievance and/or appeal would rise to the Chairperson of the Board of Directors. The Chairperson will provide the client a written resolution within 10 days of the receipt of the grievance.
9. A copy of the grievance will be forward to the client's guardian if applicable and the original will be kept in the client's file.

The Grievance Procedure has been fully explained to me and I understand the process for filing a grievance. I have also been offered a copy of this procedure.

Signature of Client

Date

Signature of Staff

Date