

## **African American Survivor Services Grievance Policy**

### **Grievance Policy**

It is the policy of African American Survivor Services (AASS) that the peer service recipients are encouraged to state complaints and/or grievances if they believe their rights have been violated, and to pursue a resolution to their concerns in a structured format that provides fair and equitable results through due process.

### **Procedure**

The AASS grievance procedure is designed to provide a means for those seeking or receiving AASS services and for those that receive peer support services to bring a grievance to the attention of AASS and to reach a speedy resolution. AASS has a strict policy prohibiting retaliation in any form against anyone who files a grievance.

A grievance is defined as any situation or condition that a peer recipient thinks is unfair, unjust or inequitable. In addition, if a peer recipient merely states they want to file a grievance, a grievance should be completed. Under this Peer Recipient Grievance Procedure, you should submit a grievance in the following sequence:

If you have a grievance, the concern can be discussed with an AASS staff person. If you decide to speak to an AASS staff person and an agreement cannot be reached, you should proceed to the next step of this grievance procedure. You can also file a grievance without any discussion and proceed to the next step:

1. Formal grievances shall be filed first with the Executive Director
2. The Executive Director will meet with the grievant, and/or representatives, immediately following the filing to brainstorm resolution of any related issues that may get in the way of full participation in services. Actions may include, but not be limited to, a change in peer service providers or an adjustment in programming schedules and/or program environments
3. The organization will issue a formal written response to the grievant, and/or the designated representatives, within five working days, excluding weekends or holidays, of the complaint.

Grievance forms can be found at the following:

1. You can request the form from any AASS staff.

**Steps to Appeal a Written Response to a Grievance:**

If the grievant is unsatisfied with the findings of the written response to a grievance, he or she may appeal the decision to the Executive Director within five days, excluding weekends or holidays.

The Executive Director will issue a formal written response to the grievant, and/or the designated representatives, within five working days, excluding weekends or holidays, of the complaint.

If the grievant is unsatisfied with the findings of the written response, he/she will be referred to a third party outside of the organization. Third parties may include organizations such as children's or adult protective services, professional licensing boards, treatment centers, or other appropriate organizations that may serve as an advocate for the person served.

If the grievant is unsatisfied with the findings of the written response, he/ she will be referred to a third party outside of the organization. Third parties may include: the organizations community advisor, organization and such as children's or adult Protective Services, professional licensing boards, treatment centers, or other appropriate organizations that may serve as an advocate for the person served.

Grievances regarding the actions of specific staff members will be handled in accordance with personnel rules and contract provisions. No disciplinary action may be taken, nor facts found with regard to any alleged employee misconduct, except in accordance with applicable personnel rules and labor contract provisions.

A Grievance Log will be maintained by the organization detailing the nature of the complaint, relevant information obtained in the investigation, and the outcome of the process. All information contained will maintain the confidentiality of the participants in the process. This record will be reviewed by the Executive Director to determine if there are trends in the complaints, and to identify areas to initiate performance improvement activities.

Any peer recipient or Guardian/family member has the right to report any alleged incident of exploitation, humiliation or suspected Retaliation.