



## Process for Filing a Grievance

In order to provide the highest quality of service to all clients, the Star Center has a means for a grievance to be filed if a client believes that services have been unjust or inadequate.

1. The procedure for filing a grievance or complaint will be explained to the client and/or legal guardian at the time of orientation or as needed.
2. The complaint initially should be addressed to the staff member with whom the client is working. Most likely, the concern or complaint can be resolved at this level; however, if the client wishes to express a complaint at a higher level, he/she has the right to do so.
3. If the client and/or legal guardian chooses to express the complaint to a higher level, the supervisor of the service area should be notified. The client and/or legal guardian will need to fill out a Client Grievance Form which is located in the second waiting/resource room. The form may also be obtained by request to any direct service staff member or supervisor.
4. Within 5 working days, the supervisor of the program involved will gather background information from staff members and the client and/or legal guardian. The supervisor of the service area will then set up a meeting with the client and/or legal guardian to go over the complaint and see if the matter can be resolved.
5. Any grievance that cannot be resolved at the supervisor level will then be referred to the program director responsible for the respective area, who will have 5 working days to investigate and respond to the client and/or legal guardian.
6. If no resolution is reached at the program director level, the grievance will be taken to the president for review and recommendation.
7. If further action is warranted, a committee of the board of directors will investigate and respond to the grievance within 14 working days.
8. If a resolution or tentative resolution occurs with the client and/or legal guardian at any level, the implementation of the solution will need to occur and be documented.
9. If a violation of client rights or other inappropriateness regarding service is confirmed, corrective action will be taken.
10. If the staff member does not agree with the resolution, they may take their complaint to their direct supervisor or to the president.
11. No retaliation of any kind will be taken against a client and/or the legal guardian for participation in a complaint or grievance. Complaints and grievances are protected under client data privacy rights.
12. All documentation regarding a grievance of any kind should be forwarded to the Quality Assurance Manager for review and reporting purposes.

### Public Assistance

If you are in need of public assistance, please go to the Star Center's Waiting Room where you may find brochures for agencies providing training, education, financial, and other assistance for persons with disabilities. If you need further assistance, please ask the receptionist to contact Judy Duke, Manager of Community Relations.

