

Client Grievance Procedure

Introduction

_____ The staff at Heart to Hand, Inc. consistently attempts to offer the services provided by the organization in the most courteous, caring, effective, and client-centered manner possible to ensure that each Ryan White funded client is treated in the most humane manner.

_____ Heart to Hand, Inc. has developed a grievance procedure. To implement this procedure The Chairman of the Board of Directors will serve as the Grievance Coordinator. The Grievance Coordinator will act as an advocate for the client and serve as a mediator between the staff and the client in resolving the problem at hand.

Preliminary Action

Before initiating the grievance procedure, the client is encourage to try to resolve any grievance directly with the staff concerned within two (2) business days after the alleged incident occurred. If this is not possible or appropriate, the client should proceed to STEP 1.

STEP 1

- a) If the grievance is not resolved within 2 business days, the client making the grievance may file a written grievance with the Grievance Coordinator at 1300 Mercantile Lane, Suite 204 Largo, MD 20774 (ph) 301-772-0103.
- b) Grievances must be presented to the Grievance Coordinator within 30 days after the date the alleged grievance occurred.
- c) The Grievance Coordinator must respond in writing to the written grievance within five (5) business days.

STEP 2

- a) If the client is making the grievance is not satisfied with the decision of the Grievance Coordinator, The Board of Directors shall review all the written documents and meet with the client regarding the grievance.

The Board of Directors will within five (5) business days make a decision in writing.

- b) The Grievance Coordinator is expected to assist the client with the grievance in any way possible.

STEP 3

- a) If the client making the grievance is not satisfied with The Board of Director's decision, the organization will forward all written documents regarding the unresolved grievance

to the Suburban Maryland Administrative Agency within 5 days business days of the decision.

- b) The Administrative Agency will review the grievance in coordination with the grantee within seven (7) business days of receipt.
- c) The Administrative Agency will provide a determination of the pending outcome to the client with ten (10) business days of receipt of written input from the grantee.

STEP 4

If the client is not satisfied, they can seek legal action.



This Grievance Procedure has been explained to me by a representative of Heart to Hand, Inc. I understand my right to file a grievance and the process. I have been offered a copy for my personal records and am aware that the original will be maintained in my client record with Heart to Hand, Inc. A representative will review this process with me and obtain my signature annually.

Client: _____ Date: _____

Representative: _____ Date: _____