



## **Client Grievance Policy**

**PURPOSE:** To provide the opportunity for clients to communicate program related concerns and to pursue successful resolution of problems.

### **PROCEDURES:**

- Evolve Life Centers recognizes that complaints and grievances, in general, present opportunities for constructive change and continual improvement of the program to better serve our clients;
- Clients will be informed of this process through their orientation, given a copy with their handbook, and will find it posted in the facility;
- It is our purpose to provide an effective and acceptable means for clients and the public-at-large to bring problems and complaints to the attention of administration;
- A grievance is the feeling or belief of an individual that he/she has not been treated according to established policies, rules, and regulations or that the administration of the program and/or staff has not lived up to expectations of performance of service;
- Complaints or grievances are to be filed with a client's Counselor as the first step and may be done verbally. If the complaint/grievance is about the counselor, then the client may go directly to the Clinical Director with their concerns;
- It is policy of Evolve Life Centers to not retaliate or allow any type of retaliation from either staff and/or client.
- If the client believes that the grievance/complaint has not been resolved to their satisfaction, the client may then take his/her complaint to the Clinical Director;
- This second step may be filed verbally or in writing, however, the nature of the complaint or grievance may require it to be put in writing prior to further action;
- The Clinical Director has two working days to meet with the client once the complaint has been registered (either verbally or in writing);
- A complaint against the Clinical Director is to be written and given to the Executive Director;
- The Executive Director has two working days to respond to the complaint/grievance;



- All grievances/complaints are to be heard by designated staff within two working days;
- If the client is not satisfied with the decision of their counselor or the Clinical Director, they have the right to request in writing a meeting with the Executive Director;
- The Executive Director has two working days in which to respond to the grievance/complaint;
- The decision of the Executive Director is binding and will be delivered to the client in writing within five working days of the meeting;
- Upon receipt of a grievance, a written acknowledgement of receipt of the grievance will be issued and will include date received, summary of grievance, explanation of the investigation process, timetable for completion of investigation and the name, agency address and agency phone number of staff investigating the grievance;
- If the client believes that the staff has not adequately addressed their concerns, they may take their concerns to the:

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