

CLIENT GRIEVANCE PROCEDURE

For the benefit of all clients and Standpoint, client complaints will be handled in a professional and timely manner. Clients have the right to file a complaint without interference or fear of retaliation. This procedure will be posted on the agency website.

-Initial complaints should be directed to the employee about whom the complaint was made. The employee, along with the Executive Director, shall attempt to resolve the complaint and shall provide a copy of this Policy to the Complainant.

-If the employee is unable to resolve the complaint, or if the resolution is not satisfactory to the Complainant, the employee will advise the Complainant to submit a written complaint to the Executive Director

-If the Executive Director is unable to resolve the complaint, if the resolution is not satisfactory to the Complainant, or the complaint is about the Executive Director, the Executive Director will advise the Complainant to submit a written complaint to the Chair of Standpoint's Board of Directors.

Standpoint will be receptive to all complaints. Standpoint recognizes that each complaint provides the organization with an opportunity to foster improvement. Standpoint will deal responsibly with each complainant's concerns and, whenever possible, will ensure that the root cause of the issue is identified and remedied.

To assist in this goal, Standpoint asks that all written complaints:

- 1) Describe the concern, including all relevant facts, dates and times;
- 2) Be addressed to the Executive Director or the Chair of the Board;
- 3) Be submitted to Standpoint within thirty (30) days of the action/cause of concern; and
- 4) Include the name, address, and telephone number of the Complainant.

Standpoint will investigate all complaints. If any action is required, Standpoint will file an investigation report in the employee's file. The report will remain in the employee's file for two years.

Standpoint will also respond to the Complainant, in writing, within thirty (30) days. Standpoint's response will include information about the investigation, its outcome, and any actions that Standpoint will take as a result of the complaint.

Approved November 24, 2020