

Briarpatch Youth Services Policy and Procedures

TITLE: Client Grievance Procedures

EFFECTIVE DATE: 02/01/2000

REVISED: 01/18/2019

DEPARTMENT: Administration

POLICY:

Clients, who believe that they have been treated unfairly or discriminated against by a staff member or volunteer of Briarpatch Youth Services may to file a complaint regarding the alleged mistreatment or discrimination.

PROCEDURES:

1. All grievances should be limited to a single issue and must be submitted in writing.
2. The written statement should include a brief statement of what happened, the date of the incident, the staff person(s) or volunteer(s) involved, and a list of witnesses, if any. The written statement should also include an explanation of the remedy or response being requested.
3. Grievances should be placed in an envelope marked “Confidential” and addressed to Executive Director, 2720 Rimrock Road, Madison, WI 53713.
4. The Executive Director will review the grievance and conduct an investigation within ten (10) working days. If a meeting with the client is required to further investigate the grievance, the meeting will be scheduled within fifteen (15) working days of receiving the grievance. The Executive Director will then respond in writing to the complainant within twenty (20) working days of the date the grievance was received.
5. The Executive Director’s response will include reasons for his decision and an explanation of the next step in grievance procedure if the client wishes to pursue the matter further.
6. Clients not satisfied with the response of the Executive Director may request, in writing, to have the matter reviewed by the Briarpatch Board of Directors. The Briarpatch Board of Directors will review the request at the next regular meeting of the Board. The client will be informed, in writing, of the Board’s response.

