

Love and Light 888 Inc.

Phone: 323-857-1888

Toll-Free: 844-522-2888

Website: www.loveandlight888.org

Client Grievance Form

Mission Statement: At **Love and Light 888 Inc.**, we are committed to providing high-quality services and support to our clients. Your feedback is important to us, and we have established a grievance procedure to address any concerns you may have about our services or personnel.

1. Purpose

The purpose of this grievance procedure is to provide a formal process to address any concerns or complaints you may have regarding the services you receive from **Love and Light 888 Inc.**

2. Right to File a Grievance

All clients have the right to file a grievance regarding any aspect of their experience with **Love and Light 888 Inc.**, including but not limited to:

- Unsatisfactory services
- Discrimination or unfair treatment
- Concerns about staff behavior
- Breach of confidentiality



3. Grievance Procedure

If you have a grievance, please follow these steps:

Step 1: Informal Resolution

- If you feel comfortable, try to resolve the issue directly with the staff member involved. Open communication can often address concerns quickly.

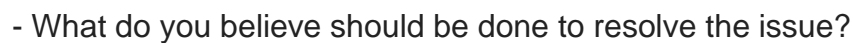
Step 2: Written Grievance

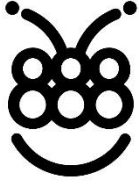
- If the issue is not resolved informally or you prefer not to speak directly with the staff member, please complete the Client Grievance Form below and submit it to the Program Director or designated staff member. You can submit this form in person, via email, or by mail.

Step 3: Review and Response

- **Love and Light 888 Inc.** will review your grievance and respond to you within **10 business days**. You may be asked to participate in a meeting to discuss your concerns.

[illegible]

[illegible]



4. Confidentiality

All grievances will be handled with the utmost confidentiality. Your rights and privacy will be respected throughout the grievance process.

5. Non-Retaliation Policy

Love and Light 888 Inc. prohibits any form of retaliation against clients who file grievances. You will not be penalized or treated differently for raising a concern.

6. Client Acknowledgment

By signing below, you acknowledge that you have received this Client Grievance Procedure and understand your rights to voice concerns and file grievances regarding your experience with **Love and Light 888 Inc.**

Client Signature: _____

Date: _____

Contact Information

For questions regarding this grievance procedure or for assistance in completing the Client Grievance Form, please contact **Love and Light 888 Inc.** at the phone numbers provided above.

Privacy Notice:

All grievance information will be kept confidential and used solely for the purpose of improving services and addressing client concerns.