



Slater Family Network Foundation Inc.

As a client of Slater Family Network, you have the right to file a grievance report if you have a complaint involving any service or staff member. You are encouraged to discuss the situation first with all involved to solve the issue as soon as possible.

If the complaint cannot be resolved with the initial step, the client has a right to file a formal grievance. Grievance forms can be found in the reception area and on our website www.slaterfamilynetwork.org.

The complaint will be reviewed by the Executive Director and Executive Board. These entities have 10 business days to review and contact you directly with outcome.

Please complete information below:

Name of complainant: _____

Date of Submission: _____

Reason(s) for grievance(s): _____

Claimed violation: _____

Evidence to be provided: _____

Relief/resolution sought: _____

Signature of person filing grievance: _____

Please submit to: Slater Family Network
187 Five Points Richmond Rd.
Bangor, PA 18013

Send to the attention of: SFN Board President



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Client Grievance Procedure

Purpose: to identify the appropriate procedure in which the client grievance policy will be implemented.

1. A copy of Slater Family Network's Grievance Procedure will be given to a client upon request.
2. **INFORMAL** Grievance: a client having a complaint involving any service, treatment, staff member or the agency itself is encouraged to discuss the situation with the individual involved in order to resolve the issue as soon as possible. If the grievance cannot be resolved with this initial step, a client has the right to file a formal complaint.
3. **FORMAL** Grievance: the client may bring the complaint to the attention of the Executive Director. The ED will initiate a Client Grievance Document. The ED will have 10 business days to resolve the grievance. The decision will be presented to the client in writing as well as a verbal discussion. The client will be notified that he/she has 10 days to file a written appeal if desired.
4. **APPEAL:** The appeal will be presented to the Executive Board for a final decision. The decision will be presented in writing to the client as well as verbally. All documents regarding the grievance will be placed in the client's file.
5. At all times it shall be incumbent upon the ED and Executive Board to utilize professional judgement in determining whether a grievance is legitimate. The measure used to determine the legitimacy of a grievance shall be one of just cause to determine the "rightness" of proceeding with the investigation.