

## **Crime Victim Grievances Policy**

V/WSSP will have a grievance process by which victims can file complaints regarding the services provided or the violation of their rights outlined in the Crime Victims Act or other relevant victim's rights legislation. We will inform the victim of this process in writing during initial contact.

### **Procedure**

1. V/WSSP's grievance policy appears on our brochure which will be provided at our first contact with victims.
2. If victims have verbal complaints, they should be directed to the Executive Director.
3. Upon receipt of a written complaint the Executive Director will contact the victim within 10 business days to facilitate a resolution of the complaint by advocating a collaborative approach with key participants.
4. If the victim does not wish to continue services with V/WSSP, staff will make an appropriate referral for the victim to another program for assistance and advocacy
5. All actions taken shall be documented by the supervisor and placed in the victims file.
6. If the grievance cannot be resolved, the supervisor will refer the victim to PCCD Office of Victim Services for support and intervention during the grievance process. The supervisor will be responsible for communicating with PCCD.