

Client and Community Grievance Procedures

Today's Date: _____

Name: _____

Address: _____

Phone Number: _____ Email: _____

Your Grievance

A grievance is a complaint made by a client or a community member against a service, staff or policy of NorCal. A grievance must be made within 30 days of the incident.

If you cannot complete this form, you may request a meeting with a NorCal manager who will complete the grievance form for you.

State your grievance _____

Date, time and place of incident _____

Names of Staff involved, if any _____

Names of witnesses or other persons involved _____

What actions do you want in response to your grievance

- Change in service or policy
- Establish new service or policy
- Attention to staff performance
- Other: _____

Signature _____

Date _____

Please email, mail or deliver your complaint to ATTN: Manager at NorCal. A NorCal Manager will investigate your complaint and reply within twenty (20) working days.

NorCal Response

A NorCal Manager will investigate the grievance by gathering pertinent information from the person making the complaint, the staff or any other person involved, and any documented records. The NorCal Manager may request a meeting with the person making the complaint and staff if needed to resolve or clarify the situation.

The NorCal Manager will respond in writing within 20 working days.

Date of receipt of Grievance: _____

Date that Reply is due: _____

Recommendation: ACTION NO ACTION

Notes:

Use additional pages if needed

Name of NorCal Manager investigating this complaint: _____

Signature _____ **Date** _____

Request for Review

If you are not satisfied with the response, you may request the Chief Executive Officer (CEO) to review the NorCal Manager's decision.

Please send your request within 10 working days from the date that you received the decision from the Manager - by date: _____

To request a review by the CEO, sign and date below, and deliver this copy to the CEO. You can fax, mail or deliver this copy at the office.

Signature _____ **Date** _____

Review by CEO

The CEO will review the NorCal Manager's determination of the grievance. The CEO may request further investigation by the NorCal Manager or a meeting with the person making the complaint. The CEO will either agree or disagree with the decision of the NorCal Manager.

The CEO will respond in writing within 20 working days from the date that the request for review is received.

Date that Request was received : _____

Date that Review is due: _____

CEO's Determination: AGREED DISAGREED

Notes:

Signature _____

Date _____

The decision of the CEO is final.

You should be aware that the California Fair Employment and Housing and the federal Department of Justice investigate and prosecute unlawful discrimination. If you think you have experience unlawful discrimination, you may file a complaint with the appropriate agency. Check your telephone office for the nearest office.

NOTE: If you have a complaint about the CEO, request a meeting or send your complaint directly to the CEO. The CEO will respond within 20 business days. If you are not satisfied with the CEO's response, then you may contact the Chair of the NorCal Board of Directors