

## Client and Community Grievance Procedures

Today's Date	
Your Name	
Your Phone Number	
Your Email	

### Your Grievance

A grievance is a complaint made by a client or a community member about a service provided by NorCal or about a NorCal staff or policy.

Please submit your grievance **within 30 days** of the incident. If you prefer, you may request a meeting with a NorCal Supervisor, either a Program Coordinator or Program Manager, who will complete the grievance form.

Explain your grievance	
Date, time and place of incident if applicable	
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: \_\_\_\_\_

Please email your complaint to [comment@norcalcenter.org](mailto:comment@norcalcenter.org) or mail to or hand deliver it to our office in Sacramento.

## NorCal Response

The NorCal Supervisor will investigate your grievance by gathering information from you, NorCal staff and any witnesses and by reviewing any documented records. The Supervisor may request to meet with you to resolve or clarify the situation. The Program Manager will respond to your complaint in writing **within 20 working days**.

## Request for Review

If you are not satisfied with the response from the NorCal Supervisor, you may request the Chief Executive Officer to review the NorCal Manager's decision. To request a review by the CEO, contact our office **within 10 working days** from the date that you received the decision from the Supervisor and state you want a review by the CEO.

## 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 request a meeting with you. The CEO will either agree or disagree with the decision of the NorCal Manager and respond to you **within 20 working days** from the date that you request the review. The decision of the CEO is final.

**Complaint about the CEO:** If you have a complaint about the CEO, request a meeting or send your complaint directly to the CEO. The CEO will respond to you 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.

*The California Civil Rights Department (CRD) at <https://calcivilrights.ca.gov> and the U.S. Department of Justice Civil Rights Division at <https://civilrights.justice.gov/> investigate and prosecute unlawful discrimination. If you think you have experience unlawful discrimination, you may file a complaint with the appropriate agency.*

**No Retaliation:** There shall be no retaliation against any person making a complaint. Immediately re report to the Deputy Director or CEO of any retaliatory actions or behaviors.