

## CLIENT GRIEVANCE PROCEDURE

Any client of Jewish Family Service of MetroWest has the right to ask for a review if there is a concern about any aspect of service delivery. Should you ask for such a review, the procedure is as follows:

- You should first address your concern with your assigned staff member, verbally or in writing. You will receive a response to your grievance within 1 week.
- If you are not comfortable approaching your assigned staff member, you may contact their supervisor. You are also entitled to a meeting with their supervisor if you are not satisfied with the initial resolution. You will receive a response to your grievance within 1 week.
- Requests to escalate the grievance to your staff member's supervisor or management team must be made in writing, and explicitly state that you are making a formal grievance. This request should include the nature of the complaint, dates of occurrence and names of individuals involved.
  - The staff member's supervisor and/or management staff will respond in writing that the grievance has been received within 3 business days, including a plan for investigation and response timeline.
  - Claims investigations may include gathering information from you, staff, potential witnesses, and the client file. When necessary, an authorization to release/obtain information may be required to fully complete an investigation.
  - You will receive a response to your grievance within 30 business days.
- If your grievance is still unresolved, you may request in writing, that the grievance is given to the Chief Operating Officer (COO), or Chief Executive Officer (CEO) if the COO was previously involved in the investigation, for further review. The CEO/COO will review all documentation of the investigation. You will receive a final response in writing within 6 business days.



- A complaint may also be made by you, without fear of reprisal, to any of the appropriate county or state agencies in the attached lists.

At every stage in the client grievance process, JFS staff will document investigation/findings and keep copies of all incident reports/UIRs and written communication about the complaint in your client file.