

**Childhaven, Inc.**

Policy Name: Client Grievance

Policy Number: TBD

Approval Date: 12/11/15

Updated: 6/6/18

**Policy:**

Childhaven provides clients with an acceptable means of expressing any complaints or concerns they may have with a Childhaven service, staff, volunteer, and/or contractor.

**Procedure:**

If a client or legal guardian has a concern regarding a Childhaven service, staff, volunteer, or contractor they should make the program aware of their concern/grievance. Initially, this may be addressed verbally with the Program Director. If the client or legal guardian does not feel the matter was resolved, the client/legal guardian may submit a written grievance to Childhaven, 807 W. Apache Street, Farmington, NM 87401. All written grievances will be placed in the mailbox of the appropriate Program Supervisor. Within 72 hours of receipt, the Program Director will contact the client to discuss the matter. The Program Director’s decision will be in writing, with copies placed in the client’s file and sent to the client, no later than 10 working days. All verbal and written grievances will be addressed by the agency’s Continuous Quality Improvement Committee to ensure satisfactory follow-up and agency-wide improvement of services, when necessary.

If the Program Supervisor does not satisfy the client/legal guardian’s needs, the client/legal guardian may forward the grievance in writing to the Chief Executive Officer. The Chief Executive Officer will then investigate the complaint and contact the client/legal guardian within 10 working days. The Chief Executive Officer’s decision will be in writing, with copies placed in the client’s file and sent to the client/legal guardian, no later than 10 working days of notification. The decision of the Chief Executive Officer will be final.

Clients/legal guardians whose concerns are not satisfactorily addressed by the agency’s administration have the ability to contact the agency’s [funding sources](#) with grievances. These may be found on our website: [www.childhavennm.org](http://www.childhavennm.org).

Shelly Wooten  
Board President

On File  
Signature

12/11/2015  
Date of Policy Approval

Procedure updated to include VOCA requirements: 6/6/18

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