

GRIEVANCE PROCEDURE

This procedure is intended to be used by victim/survivors currently receiving services through the AMHC Sexual Assault program.

What is a grievance?

A grievance is a cause/reason to submit a complaint about an advocate or the service being accessed by a victim/survivor. It is submitted in writing and the process is described below.

How do I submit a grievance?

Submit the written grievance to the Supervisor. If it involves the Supervisor, submit to the Program Director.

What does the grievance process entail?

The Supervisor will review the grievance and conduct an investigation. Upon the conclusion of the investigation, they will render a decision in writing to the grievant within 10 business days from receipt of the grievance.

What if I disagree with the decision by the supervisor?

You may have an opportunity to submit a grievance in writing to the Program Director who will investigate and make a decision in writing to the grievant within 10 business days from receipt of the grievance.

What if disagree with the decision of the program director?

You may choose to submit a final grievance to the Chief Operating Officer or the Quality Assurance Manager with the understanding that a release of information (ROI) will need to be completed for the Sexual Assault Staff to discuss the details of the grievance. If you choose not to sign a ROI, then the grievance will not be heard at this level. Advocates are bound by confidentiality and cannot confirm or deny working with any individual unless explicit consent is given through the ROI. Should you choose to sign the ROI, please state in the "What specific information..." section: any information pertaining to the grievance submitted but do not disclose intimate details of my case." Please reach out to an advocate to receive a ROI in print form for you to fill out and sign.