

## **Grievance Procedures**

For Ryan White Part A programs, each agency is required to maintain and distribute a Grievance Procedures Policy to each client served under the program. In the event that a client wishes to file a complaint about the Ryan White services provided by **Insert Agency Name Here** or one of the staff, the client must follow the agency Grievance Procedure to bring their complaint to the attention of the appropriate administrative staff person. Client should receive a copy of the policy every 6 months and sign a form indicating receipt. The policy should include the steps available to the client as listed in the Policies and Procedures Manual. This resolution process may include the following:

- All grievances should be brought to the attention of the Program Coordinator/Director. It should include the following information: client information (name, address, phone number & signature), date, time and nature of the complaint. Grievances should be submitted in writing or by calling the agency. It should list a timeframe for initial verbal or written response (5-7 days) and a timeframe listing the number of days in which the matter should be resolved.
- If the complaint cannot be resolved on the first level of management, it should be elevated for review by the next level of management or taken to the Executive Director or Chief Executive Officer. If a resolution is not reached through the agency's process, the person filing the grievance may contact the Ryan White Contract Administrators at United Way of Long Island.