

YOUTH SERVICE BUREAU OF ILLINOIS VALLEY

CLIENT GRIEVANCE POLICY

Policy:

Every client of YSBIV and their guardian has the right to express dissatisfaction with services by issuing a complaint. The complaint, or grievance, can include, but is not limited to service delivery, service plan, conflict of interest, and worker behavior. Clients have the right to express their grievance verbally and/or in writing. The Client Grievance Policy is posted on the external YSBIV website, and written Client Grievance Forms are available on the website or in the offices, if a client or guardian desires to file a written complaint.

Procedure:

The following procedures, complete with timelines, shall be followed:

Stage 1

- a. Front line workers will hear complaints from clients and their guardians and request clients/guardians to direct complaints to their supervisor. The worker is to notify their immediate supervisor of the complaint. The worker or involved employee will provide the client/guardian with the appropriate supervisor's name and the number of the YSBIV office, within 48 hours of the occurrence, along with the Client Grievance Form. The worker or involved employee will offer assistance to complete the Client Grievance Form to the client or guardian, and how to submit to the appropriate supervisor, if desired by the client or guardian. If contact is not initiated by the client/guardian the supervisor will call or otherwise contact the client/guardian to discuss and resolve the complaint, within 24 hours of being notified by the worker of the complaint.
- b. If the complaint is not resolved, a second phone contact or in-person meeting will be scheduled at the client/guardian's request with the worker's immediate supervisor, or in his or her absence another supervisor. This meeting will be set within five working days of the client/guardian's request. At that time the supervisor will make this policy available to client/guardian. The supervisor will hear all concerns the client/guardian may have and make every attempt to settle the complaint, in writing, within 5 business days of the initial First Stage complaint resolution attempt.
- c. All complaints being made to a program supervisor or other administrative staff will be documented on a "First Stage Grievance" form. The original form will be placed in the clients file and a copy will be given to the administrative secretary.
- d. All complaint forms will be reviewed by the administrative staff on a quarterly basis.

Stage 2

- a. If the client/guardian is not satisfied with the outcome of Stage 1, they may formally grieve in writing if they have not already done so on the Client Grievance Form. This grievance will be retained by the agency, with a copy distributed to the Supervisor, Program Director, and Executive Director. The agency has ten (10) working days from receipt of the grievance to respond to the client/guardians grievance. The Executive Director or his designee shall communicate his decision in writing to the client/guardian and the immediate supervisor, and document the process and outcome of this decision.
- b. Copies of Stage 1, Stage 2 grievances, Client Grievance Forms (if applicable), and agency decisions will be kept in a locked and secured file.
- c. In the event the client/guardian seeks services from another service provider YSBIV will provide transitional services until the move is completed.

During the year-end review of programs, conducted through the annual strategic planning, a review specific to grievances will be conducted.

This review shall cover:

1. Any patterns of grievances made by clients served.
2. Any specific problem areas or unresolved issues stemming from grievances.

The confidentiality of clients is protected; the data is collected and presented to YSBIV Board by the Grievance Coordinator, along with any recommendations for change.