

## **The People's Foundation (The St. Francis House) Grievance and Complaint Procedures Policy**

### **Purpose**

The People's Foundation (The St. Francis House) is committed to providing a safe, respectful, and supportive environment for all clients. This policy establishes a simple and accessible process for clients to voice grievances or complaints regarding services, staff, or facility conditions.

### **Procedure**

1. Clients who wish to submit a grievance or complaint may complete a Grievance/Complaint Form.
2. Completed forms should be placed in the designated suggestions box located in the main hallway of the facility.
3. Clients may choose to remain anonymous; however, providing contact information may assist in follow-up if needed.

### **Review Process**

1. All submitted grievances and complaints will be collected and reviewed on a regular basis.
2. The Case Manager and Senior Manager are responsible for reviewing each submission.
3. Appropriate corrective actions will be determined and implemented based on the nature of the complaint.

### **Confidentiality and Non-Retaliation**

All grievances and complaints will be handled with confidentiality to the fullest extent possible. Clients will not face retaliation for submitting a grievance or complaint in good faith.

### **Follow-Up**

When possible, and if contact information is provided, staff will follow up with the client regarding the outcome or any actions taken.

### **Policy Review**

This policy will be reviewed periodically and updated as necessary to ensure it remains effective and accessible to all clients.