



Client Grievance Procedures

POLICY: The LGBT Asylum Project by Center for Immigrant Protection will make every possible effort to resolve complaints informally. There may be times, however, when a formal complaint, grievance or appeal of a decision made by Center staff becomes necessary. Therefore, the following complaint/grievance/appeal procedures will be followed.

NARRATIVE: During (or following) the provision of service, problems may arise between staff and client. Every effort will be made to resolve to a complainant's satisfaction a disagreement, issue or concern through discussion and informal mediation before a more formal grievance procedure is initiated. Persons deciding to grieve will be advised that their action will not result in any form of retaliation or barriers to service. All information about the grievance process and all information exchanged during the grievance process will be provided in a manner that the client can understand.

We adhere to the philosophy that persons served have rights and responsibilities in the grievance process, as does LGBTAP.

Persons served have the right to:

- File a complaint or grievance, without disruption to services
- Receive a prompt, complete response
- Appeal undesirable decisions
- Receive written notification of results
- The presence of an advocate to assist with filing the grievance
- Any and all applicable legal rights and representation

Persons served have the responsibility to:

- Disclose all relevant information completely and truthfully
- Cooperate with the investigation of the complaint

LGBTAP has the right to:

- Investigate claims/grievances

LGBTAP has the responsibility to:

- Inform clients of grievance procedures
- Respond in a timely fashion
- Act fairly in executing the grievance procedures outlined below

PROCEDURE:

I. Informal Grievance Process

- A. Informal complaints encompasses client presentation of the problem to the appropriate (that with whom the
- B. issue occurred) staff member and resolution without further action.



- C. Employees are encouraged to involve their supervisor in resolution of informal complaints.
- D. Employees and/or supervisors are expected to explain to the client, in a manner s/he can understand, the
- E. grievance process if the complaint cannot be resolved.

II. Formal Grievance Process

- A. Complaint is submitted in writing (or via video or audio recording if person is unable to write) to the Director. Reasonable accommodations will be employed to assist those with communication problems.
- B. Within five (5) working days, a meeting will be scheduled, to take place between staff and client. Efforts will be made to resolve the complaint. An interpreter or other facilitative communication accommodation (e.g., real time captioning) will be utilized as necessary to ensure that communication between parties is clear and understandable.
- C. If the issue cannot be resolved, the client has the right to appeal to the Board of Directors (BOD). Within five (5) working days, written notification by the executive director regarding the grievance will be distributed to the client and chairpersons of the executive committee of the BOD.
- D. Levels of review of complaints/grievances begin with the staff person involved, followed by supervisor, director, executive director, and finally, the BOD.

III. Appealing the Grievance

- A. If the client is not satisfied with the decision concerning the grievance, within five (5) working days a request may be made, in writing (or via video or audio recording if person is unable to write), for a review by the Executive Committee of the Board.
- B. Within five (5) working days of the above request, the grievance appeal will be forwarded to the Executive Committee.
- C. The chairperson of the Executive Committee, i.e., the Board President, shall schedule a hearing with the committee within ten (10) working days. The client shall be notified regarding the time and place of such hearing.
- D. Within ten (10) working days of the above hearing, the client shall be notified of the decision concerning the resolution of the grievance in writing by the committee chairperson.

IV. Adherence to Procedure

- A. Any of the time limits set forth in this procedure may be waived by mutual agreement of the parties.
- B. The grievance and results will be maintained in the corresponding LGBTAP record.