



Client Grievance Procedure

The following is a statement of the Agency's Client Grievance Procedure, and officially notifies _____ of this procedure.

Client(s)

Madraigos Midwest anticipates that conflicts may arise in the course of providing services to our clients. When such conflicts arise, you should talk with the person directly with whom you have a problem to seek a reasonable solution. If you cannot resolve the issue(s) in this manner, you are encouraged to make an appointment with the Supervisor of the person with whom you have a conflict to address the problem.

You may register the complaint or grievance about the services you have received at Madraigos Midwest at any time. You should address a letter to the Supervisor of the person with whom you have a conflict stating the nature of the problem or incident resulting in the complaint or grievance including any relevant facts and efforts to resolve the matter. The Supervisor will attend to your complaint or grievance and return a written response to you within five (5) working days outlining Madraigos Midwest's response to your grievance.

I have read, understand and received the above Client Grievance Procedure.

(Signature of client – adult or child over 12)

Date

(Signature of minor 12-17 years)

Date

(Signature of Parent/Legal Guardian)

Date