

Briarpatch Youth Services Policy and Procedures

TITLE: Client Grievance Procedures

EFFECTIVE DATE: 02/01/2000

REVISED: 6/26/2023

DEPARTMENT: Administration

POLICY:

Clients who believe that they have been treated unfairly or discriminated against by a staff member or volunteer of Briarpatch Youth Services may file a complaint regarding the alleged mistreatment or discrimination.

PROCEDURES:

1. All grievances should be limited to a single issue and must be submitted in writing.
2. The written statement should include a brief statement of what happened, the date of the incident, the staff person(s) or volunteer(s) involved, and a list of witnesses and their contact information (if possible).
3. Grievances should be placed in an envelope marked “Confidential” and addressed to Executive Director, 2720 Rimrock Road, Fitchburg, WI 53713.
4. The Executive Director will review the grievance and conduct an investigation within ten (10) business days upon receipt of the grievance. If a meeting with the client is required to further investigate the grievance, the meeting will be scheduled within fifteen (15) business days upon receipt of the grievance. The Executive Director will then respond in writing to the complainant within twenty (20) business days of the date the grievance was received.
5. The Executive Director’s response will comport with all laws relating to employee privacy rights while respecting the confidentiality of those involved. The decision of the Executive Director is final.
6. If the Executive Director is alleged to have discriminated against or treated a client unfairly, the written grievance should be marked “confidential” and addressed to Chairperson, Briarpatch Board of Directors, 2720 Rimrock Road, Fitchburg, WI 53713. The Chairperson of the Board of Directors shall then determine the next step(s) to be taken.