

# **Briarpatch Youth Services Policy and Procedures**

## **TITLE: Client Grievance Procedure**

**EFFECTIVE DATE:** 02/01/2000

**REVISED:** 6/23/2025

**DEPARTMENT:** Administration

### **POLICY:**

Clients who believe that they have been treated unfairly or differently (discriminated against) by a staff member or volunteer of Briarpatch Youth Services may file a complaint regarding the alleged mistreatment or discrimination. All grievances must be submitted in writing, voice memo, or video, for documentation purposes and to begin the formal grievance process. All grievances will be taken seriously and will be addressed with discretion to all parties involved.

### **PROCEDURES:**

1. All complaints should focus on one problem at a time and must be turned in, in writing, voice recording, email, or a video. (Please use a format that can be watched or listened to more than once.)
2. The complaint should include the date it happened, the staff or volunteer(s) names, a short description of what happened, and the names of anyone else who was there, and their contact information (if possible).
3. Complaints should be put in an enveloped marked "Confidential" and should be addressed to:  
Executive Director  
2720 Rimrock Road  
Fitchburg, WI 53713
4. A private (confidential) voicemail can be left at (608)245-2550 extension 1212. An email or brief video may be emailed to the Executive Director: [jill.pfeiffer@briarpatch.org](mailto:jill.pfeiffer@briarpatch.org)
5. The Executive Director will review the complaint and look into what happened (investigate) within ten  
(10) business days of receiving the complaint. If a meeting with the client is required to further understand the complaint, the meeting will be set up within fifteen (15) business days of receiving the complaint. The Executive Director will then respond in writing to the client within twenty (20) business days of receiving the complaint.
6. The Executive Director's response will comply with all laws relating to employee privacy rights while respecting the confidentiality of those involved. The decision of the Executive Director is final.
7. If there is a complaint that the Executive Director treated a client unfairly or differently (discriminated against), the written complaint should be marked "Confidential" and be addressed to  
Chairperson, Briarpatch Board of Directors  
2720 Rimrock Road  
Fitchburg, WI 53713
8. The Chairperson / Vice Chairperson of the Board of Directors shall then determine the next step(s) to be taken within their powers as the governing body of the agency. The Chairperson will then respond in writing to the client within twenty (20) business days of receiving the complaint.