



GRIEVANCE PROTOCOL

GUIDING PRINCIPLE

To provide consumers and family members a mechanism to express their concerns about their dissatisfaction with the services they are receiving from I Famagu'on-ta/Child-Adolescent Services Division (CASD) through their Social Worker/Care Coordinator and to explore alternatives to improving their relationship with I Famagu'on-ta/CASD so that they can get the help that they need.

OVERVIEW

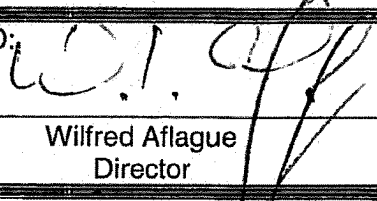
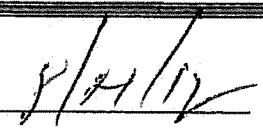
It is important that consumers and their parents feel comfortable and satisfied with the services they are receiving from I Famagu'on-ta/CASD. Their relationship with their assigned Social Worker/Care Coordinator and the quality of services that they receive from I Famagu'on-ta/CASD is being jeopardized, they need to know that they have an avenue to engage in improving their relationship and services of I Famagu'on-ta/CASD.

PROTOCOL

1. Every Child/youth/parent may first let their Social Worker/Care Coordinator know their concerns about the services they are receiving from I Famagu'on-ta/CASD. If they are uncomfortable to discuss and work out their concerns with their Social Worker/Wrap Coordinator(s) then they may fill out the grievance form.
2. The Grievance form is filled out and submitted to the Clinical Director or Supervisor of the Social Worker/Care Coordinator. If the consumer/parent is unable to fill out the form; then staff will assist in completing the form.
3. The Clinical Director/Supervisor will respond to the request from the consumer or family member within five (5) working days after receiving the grievance request.
4. A meeting will be set up with the appropriate individual(s) at the earliest date convenient to all parties involved to discuss the concerns and arrive at a mutually agreed resolution. This must be accomplished within five (4) working days.
5. After a mutually agreed arrangement has been made, the Clinical Director/Supervisor will make contact with the consumer/family member within thirty days to follow up on how things are working out with the agreed arrangement to ensure that consumer and parents are satisfied with the outcome and progress of the relationship and services of I Famagu'on-ta/CASD.

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6. If the consumer/family member continue to be dissatisfied with the Social Worker/Care Coordination services after the thirty day trial period, the Clinical Director/Supervisor will resolve the matter to the satisfaction of the consumer/family member.
7. The form will be completed documenting the disposition made and a copy will be filed in the consumer's medical chart.

APPROVED: 	Date: 
<hr/> Wilfred Aflague Director	