

Client Grievance Procedure

- All CFS clients have the right to express concerns, disagreements, complaints, and grievances, and receive professional staff decisions. CFS management works hard to resolve conflicts before they rise to the level of formal grievance through positive conflict resolution practices. It is unfortunately normal in several CFS programs that there will be disagreements or angry feelings towards caseworkers or the agency due to the difficult nature of the systems our families are involved in. CFS recognizes that these situations will arise and that all clients have the right to feel frustrated, confused, or angry, and to have their voices heard. CFS staff will continuously work with clients on any issues that they may identify, small or big, and try to come to a mutual agreement. Supervisors may be consulted or become involved in conversations or meetings if deemed necessary by the caseworker or requested by the client.
- If a client decides at any time that they would like to make a formal complaint (grievance), they may do so in writing. Grievance forms are available from the clerical staff at CFS or from any worker/therapist.
- Formal Grievances will be sent to Program Director
- The Program Director will:
 - Investigate the complaint, and respond in writing, to the client, within 7 working days.
 - This response shall include:
 - i. A summary of information relevant to the investigation;
 - ii. A summary of action taken so far;
 - iii. Recommendations for a solution or corrective action;
 - The Program Director shall notify the Executive Director of the complaint and action taken within 7 working days.
 - i. If a mutually agreeable solution is not reached at the end of the Program Director review, the client may submit their complaint and any additional information about the complaint to the Executive Director (Level 2).
- The Executive Director will:
 - Investigate the complaint, and respond in writing, to the client, within 7 working days.
 - This response shall include:
 - i. A summary of information relevant to the investigation;
 - ii. A summary of action taken so far;
 - iii. Recommendations for resolution or remedial action;
 - If necessary, the Executive Director shall notify the Board of Directors of the complaint and action taken.

The client may withdraw a complaint at any time without any negative results.

- Clients receiving services from CFS as a result of a contract with MDHHS shall be informed how to access the complaint system of MDHHS upon request.
- Clients receiving services from CFS as a result of a contract with area CMH, shall be informed how to access the Recipient Rights System upon request.
- Clients of all subsequent contractual service arrangements shall be informed how to access the appropriate external Complaint System of that organization upon request.