

CLIENT GRIEVANCE POLICY AND PROCEDURE GUIDE

God's Love We Deliver is committed to maintaining partnerships providing quality services to all of our clients. However, on occasion, you may feel that you have a grievance, a serious complaint, that was not addressed adequately or the decision reached was one you did not agree with. The following procedure was developed to address these situations.

- **Step 1:** Notify the Manager of Client Services of the grievance. A written report will be noted in your file and the manager will attempt to immediately resolve the situation. If further follow-up is necessary, the manager will notify the Sr. Director of Program Services.

The Manager of Client Services will notify you within 7 business days of a decision. Notification may be by telephone or in writing. If the grievance is the result of a suspension or termination of services, the suspension or termination of services will continue until the grievance is resolved and a final decision (Step 2) is reached.

- **Step 2:** If the situation remains unsatisfactory, you are encouraged to submit your grievance in writing to the Manager of Client Services. Include a description of the concern and include the steps taken to resolve the situation. You may also request a copy of the initial report submitted.

The Manager of Client Services will contact you usually within 7 business days of receipt of your grievance to review the matter. You will receive notification of a final decision within 7 days after contact with the manager. Notification may be by telephone or letter.

Note: You have the right to have a representative of your choice act as an advocate at any time during the grievance process. A representative may be a friend, family member, or someone in your support system. This individual must be reflected on New York State Confidentiality forms-the HIPAA form. Should you request further assistance, you may appeal to the Sr. Director of Program Services.

I have read and understand the Client Complaint and Grievance Policy and Procedure, or someone has explained them to me. I have received a copy of the form.

Client's Signature: _____ **Date:** _____

Please print name: _____

Please review the other side for examples of concerns, complaints and grievances.



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To enhance the partnership between God’s Love We Deliver and our clients, all concerns, complaints and grievances that are brought to the attention of God’s Love will be resolved quickly and respectfully.

We value your opinions and concerns. Your feedback gives us an opportunity to improve our services to you. You can contact us regarding a complaint without fear of risking your services.

The chart below shows examples of concerns, complaints and grievances. It also shows where to call to address and resolve issues. On the other side of this page, you will find an explanation of the Grievance Policy and Procedure.

ISSUES	EXAMPLES	WHERE TO CALL	POTENTIAL RESULT
Concern	You missed your delivery because you were asleep or your doorbell was out of order, etc.	Call Client Services (CS) at 212-294-8102 or 800-747-2023	We may not be able to return that same day, however, we will return on your next delivery day.
Concern	Your meals have stopped and your medical provider said that you are not eligible for GLWD	Call the Manager of Client Services at 212-294-8131 or 800-747-2023x131	We will assist to confirm your eligibility for our program with your medical provider. We will advocate for services and determine if you are eligible for other meal programs
Complaint	The driver is not following your delivery instructions and you are missing your deliveries	Call Client Services (CS) at 212-294-8102 or 800-747-2023	A CS advocate or the Manager will follow-up with you to resolve your complaint with the delivery department
Complaint	You are receiving the wrong food based on your nutritional needs	Call Nutrition Services (NS) at 212-294-8103 or 800-747-2023	The nutritionist will work with you and your medical provider to insure that you get the meal best for you. The kitchen and delivery will be made aware
Grievance	You have a conflict with a GLWD volunteer or employee and you have been unsuccessful in resolving the conflict	Call the Manager of Client Services at 212-294-8131 or 800-747-2023x131	The Manager of CS will investigate using the process on the reverse page. If deemed necessary, the Manager will forward the issue to the Sr. Director of Program Services

