

SunServe Client Grievance Form

Please complete the following information completely.

Complainant Information		
Last Name	First Name	Contact Number
Grievance Information		
Program	Staff person	
Type of Grievance:		
<p>DETAILS OF THE GRIEVANCE. INCLUDE DATES AND TIMES AS WELL AS NAMES OF THE PERSON(S) INVOLVED. (Attach a separate sheet if necessary).</p>		
<p>HAVE YOU ATTEMPTED TO DISCUSS THIS COMPLAINT WITH THE INDIVIDUAL? IF SO GIVE DETAILS OF THIS BELOW. (Attach a separate sheet if necessary).</p>		
<p>WHAT IS YOUR DESIRED RESOLUTION?</p>		
Resolution Process (please indicate the course of action you wish to proceed with)		
<p>This is for information purposes only I do not want to proceed further with this complaint ___</p> <p><u>I do not want to request formal grievance process but I do want to meet with:</u></p> <p>Program Director ___ Human Resources ___ Quality Assurance ___ Executive Director ___</p> <p>I want to pursue a formal grievance process _____</p>		
SIGNATURE	DATE (MM/DD/YYYY)	

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OFFICE USE ONLY

Grievance delivered by: mail email fax in person by phone other _____

Grievance received by: _____ (name), on ___/___/___ (MM/DD/YYYY)

RESOLUTION RESPONSE

Human Resources Investigation

Human Resources name: _____ received on ___/___/___

HR findings:

Proposed resolution:

Client is satisfied with resolution ___ Client is dissatisfied with resolution ___

Client intends to move onto the next step in the grievance process: Yes ___ No ___

Executive Director Investigation

Executive Director name: _____ received on ___/___/___

ED findings:

Proposed resolution:

Client is satisfied with resolution ___ Client is dissatisfied with resolution ___

Client intends to move onto the next step in the grievance process: Yes ___ No ___

Additional Consultation with Outside Funding Agency

What agency: _____ Outside agency liaison: _____ received ___/___/___

Outside agency findings:

Proposed final resolution:

Client is satisfied with resolution ___ Client is dissatisfied with resolution ___

If client remains dissatisfied with resolution what else can we do to help client reach resolution?