



MENTOR
INDEPENDENCE
REGION

Grievance Policy/Procedure

Best Practice Resources – Monitoring and Support

This sample Grievance Policy was compiled by staff at Oregon Mentors using our knowledge and examples from the field. Your grievance policy should be given in writing to parents and youth (if age appropriate) during the orientation process.

Reporting a Grievance

Agency Statement:

(Insert name of agency) has adopted a model of continuous improvement and learning. We welcome feedback from our clients, our client's parents, and our partners in the community. We take concerns seriously, and we strive to give every grievance a thoughtful response and change program practices when applicable.

Grievance Procedure:

You are encouraged to file a grievance when you are unhappy with an aspect of the *(insert name of agency)*'s delivery of services. *(Insert name of agency)* will not seek any form of retaliation against you should you choose to file a grievance. If you decide not to take your grievance through the process outlined below, your grievance will be considered resolved according to the last reply or action performed in this sequence.

If you encounter a problem during the course of your experience, you are first encouraged to discuss it informally with your immediate program contact/supervisor *(insert name here)* and come to a resolution. If you cannot reach agreement with this person you should present the grievance in writing to their immediate supervisor *(insert name here)* who will then attempt to resolve the grievance.

If you are unsatisfied with the response or resolution proposed you may present the written grievance to the Executive Director *(insert name here)* who is obligated to review the grievance, draft a written response and return it to you in a timely manner. You will receive a written decision within 10 business days of submitting a written grievance to a supervisor or director.

Contact information for staff members:

- *(Insert name here)*, Mentoring Program Coordinator, *(Insert contact info)*
- *(Insert name here)*, Program Director, *(Insert contact info)*
- *(Insert name here)*, Executive Director, *(Insert contact info)*