

Level Up Recovery
CLIENT GRIEVANCE POLICY

POLICY:

Level Up Recovery is committed to ensuring every client's right to express concerns or grievances regarding their treatment. We prioritize resolving issues with transparency, fairness, and respect.

PURPOSE:

To establish a clear procedure for clients to express grievances and to ensure that these concerns are addressed promptly and equitably.

PROCEDURE:

A. Identification of the Ombudsman:

1. Level Up Recovery designates an ombudsman to handle client grievances.
2. The name and contact details of the ombudsman are readily available to all clients and staff.

B. Process for Filing a Written Client Grievance:

1. Clients wishing to voice a grievance should complete the "Client Grievance Form," available at the front desk and from any staff member.
2. This form must be submitted to the ombudsman within 7 days of the incident or issue.

C. Appeals Process:

1. If a client is not satisfied with the resolution, they may appeal.
2. Appeals should be submitted in writing to the ombudsman within 14 days of receiving the initial response.
3. The ombudsman will review the appeal and offer a written response within 10 days of receiving the appeal.

D. Protection of Clients:

1. Clients can express grievances without fear of interference, coercion, discrimination, or reprisal.
2. Any staff member found to be in violation of this principle will face disciplinary action.

E. Posting of the Grievance Procedure:

1. The grievance procedure is prominently displayed in common areas.
2. Displayed information includes:
 - The right to file a grievance.
 - The process for filing a grievance.
 - The contact details (address and phone number) of both the agency's ombudsman and the cabinet's ombudsman.

RESPONSIBILITY:

The Leadership Team, Human Resources, and the ombudsman are responsible for the effective implementation and oversight of this policy.

EFFECTIVE DATE:

11/30/2023

REVISION/REVIEW DATE:

11/30/2025