

# Jenda Family Services

## client grievance/complaint procedure

### PURPOSE

To ensure that the rights and dignity of clients are respected throughout the organization, each applicant to Jenda programs, individual and/or family's served and other stakeholders of Jenda programs have adequate means to make known a grievance with the organization's practices and to provide a forum for resolution of complaints or grievance in a timely and professional manner .

### PROCEDURE

Any individual has the right to file a grievance with Jenda and will be allowed the following rights:

- The right to file a grievance without interference or retaliation;
- Timely written notification of the resolution and an explanation of any further appeal, rights or recourse; and
- A minimum of at least one level of review that does not include the person or program about whom the complaint/grievance was filed.

Clients and/or stakeholders may seek assistance from Jenda staff in situations where they feel they need support or are provided the opportunity to request assistance from parents/guardians or an advocate when submitting a grievance.

All clients will be given written instructions/procedures (Grievance/Complaint Form) on how to submit a grievance at the time of admittance, upon request, or at the initiation of a grievance. The Client Grievance Procedure and Client Grievance Form will be available in a variety of languages based on the needs of the individual client.

- Grievances may be given orally or completed in writing so the client will have the opportunity to present his/her version of events and present witnesses. Clients are also able to submit a grievance form online at Jenda Family Services' website via virtual form upload.
- The grievance may be submitted to the Director (or designee) or someone other than the caregiver named in the grievance.
- Within five (5) working days the Director will review the grievance and provide a written response to the client.

- Any client may appeal the decision to the President by requesting that his/her Grievance Action Form be forwarded to the President/CEO. The President will review the grievance and staff response within ten (10) days of receipt. The President's response to the grievance is final and the client will be informed of that response in writing.

All clients, employees, volunteers, and interns have the right to submit any grievance that alleges incidents of abuse by an employee or client of Jenda. These complaints will be kept confidential and should be submitted directly to the Director. Clients and/or employees are asked to contact the President if they have any questions or believe that a situation requires immediate attention to protect the client or employee's safety. **The telephone number of the President is 402- 477-0011.**

***Clients may also contact Nebraska Health and Human Services at 402-471-7000 to report grievances.***