



Client Grievance Reporting Form

Voices for Children seeks to treat all clients with dignity, fairness, respect, and professionalism, and to strive for excellence in providing services to clients. Voices for Children's policy provides clients, and their families or legal guardians, with the opportunity to express any issues or grievances related to the quality of services provided. If you feel you have been treated unfairly, unprofessionally, or feel that your rights have been breached, please complete this document to inform Voices for Children's staff and leadership.

The following options are available to you in the event of any service issues/conflict:

- If you are dissatisfied with Voices for Children's services, you can discuss the issue directly with your provider.

- If you are not satisfied with the solution reached after speaking with your provider about your concerns, if you feel that you have not been heard, or if you are not comfortable talking directly with your provider, you can:
 1. Contact our Vice President of Victim Services, and Compliance Officer, Ellen Lynch directly at ellen@voicesforcac.org, (989) 723-5877 ext.220..

 2. Complete a digital form via our website at voicesforcac.org/grievance. This grievance will be reviewed by our Vice President of Victim Services, and Compliance Officer, Ellen Lynch, ellen@voicesforcac.org, (989) 723-5877 ext.220. You may remain anonymous, or include your contact information to receive follow-up on what actions are taken to resolve the issue or complaint.

 3. Complete and submit this document by submitting via our drop box located in the family room at either the Shiawassee or Genesee County locations, or by mail to 1216 W Main St. Owosso, MI 48867.

No individual, organization, or agency, may discharge or retaliate in any manner against any person that has filed a complaint or grievance.

Optional Client Information

Name:

Email:

Phone:

Is this regarding an interaction with a staff member of Voices for Children?

Yes

No

Unsure

If yes, who is (are) the staff person(s) involved?

Is this regarding a policy or practice of Voices for Children?

Yes

No

Unsure

When did this incident happen?

Tell us about what has happened, and how it impacted you.
