

GRIEVANCE PROCEDURE  
*FOR CLIENT TO READ BEFORE SJGN GRIEVANCE PROCEDURE AND KEEP FOR FUTURE REFERENCE*

**POLICY**

---

Anyone receiving services from Open Hand has the right to present concerns regarding the termination or denial of services or perceived discrimination or mistreatment by Open Hand staff or volunteers.

**PROCEDURE**

---

Prior to filing a formal grievance with Open Hand, clients are encouraged to discuss their concerns directly with the Open Hand staff or volunteer involved in the situation, or other Client Services staff. If this is not possible or comfortable for the client, or if the client is not satisfied with the outcome of this discussion, a formal grievance should be filed in the following manner:

- Complaints or grievances are best handled in a timely manner. Within 15 days of the incident resulting in the grievance, a letter should be submitted to the Deputy Director concerning the nature of the grievance. It is best that the letter contains as many details of the incident as possible. The Deputy Director will investigate the incident and respond in writing within 10 days of receipt of the grievance with his/her decision regarding the complaint. If it is necessary to contact other people involved in the incident during the investigation, the person making the grievance will be contacted first.
- Should the Deputy Director's decision not be satisfactory to the client, s/he may address the grievance in writing to the Executive Director within 10 days of the Deputy Director's response. The Executive Director has 10 days to respond in writing to the grievance. The decision of the Executive Director is final.

As a recipient of a Title I Formula Grant through the Ryan White Comprehensive AIDS Resource Emergency /Act, Open Hand recognizes and observes the Grievance Procedures set forth by the Metro Atlanta HIV 1 Health Services Planning Council. Said Grievance Procedures are therefore attached to the internal policy of Open Hand.

Pursuant to the recommendation of HRSA, and to fulfill any obligation as set forth in the Long Range Comprehensive Plan, The Metro Atlanta HIV Health Services Planning Council has adopted the following grievance procedures. Upon the initiation of any action of grievance within the following arenas, all parties will be provided a copy of these procedures. Attention should be brought to the time limits contained herein.

**CLIENT v. PROVIDER**

---

Each Title I Service Provider contract contains language requiring the provider to develop a grievance process by which client's complaints against the agents might be addressed. This process must be in place by the end of the first quarter of the contract period. The agent is required to include, in each monthly progress report, in summary or any complaint filed under this process as well as current status of this final disposition of any complaint.

A Title I Service Provider client, having exhausted the Provider's grievance procedure, may address a grievance in writing to the chair of the Planning Council, or the Chair's Designee for resolution. The written report shall include, but is not limited to the following:

- The name of the person filing the complaint, complete with address and telephone numbers. A fax number will also be helpful, if available.
- The name of the organization and the location where the alleged offense took place.
- The name and title of the person from the Provider with whom the client had contact and the date of the offense and further contacts.
- The specific facts including names and telephone numbers of others with information and documents supporting the grievance.
- The steps the client has taken to date to seek resolution, including any offer or resolution and reason(s) for rejection.
- Recommended solution or relief requested. Given brief statement of the desired outcome.
- Copies of this request for resolution should be made available to the provider.

This written request for resolution shall be filed with the Ryan White staff within 15 days of the exhaustion of all agency grievance processes at the office or the Chairman of the Fulton County Board of Commission.