

# Utah Domestic Violence Coalition

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## GRIEVANCE POLICY FOR CLIENTS/INDIVIDUALS

The following procedures provide guidelines for the receipt, documentation, evaluation, resolution, and response to client/individual grievances.

### I. Definition

- a. For this policy, a grievance is defined as a complaint or expression of dissatisfaction regarding the actions of the Utah Domestic Violence Coalition (UDVC).
- b. Note: If the complaint is concerning one of UDVC's member programs, please contact that organization directly.

### II. Procedures

- a. The client/individual expresses dissatisfaction in writing to UDVC's Business Manager, who oversees the Human Resources ([admin@udvc.org](mailto:admin@udvc.org)).
- b. The Business Manager will document the complaint in the Grievance Log. The Grievance Log shall include the following information:
  - i. Client/individual Name (if provided).
  - ii. Client/individual Contact Info (if provided).
  - iii. Nature of complaint.
  - iv. Identification of those involved and consent to disclose/not disclose the identity of the complainant for potential resolution.
  - v. Date complaint received and by whom (if disclosed).
  - vi. Summary of follow-up activities.
  - vii. Date grievance referred to appropriate staff member(s) or Board of Directors, if deemed necessary.
  - viii. Date of resolution.
  - ix. Grievance Log will be reviewed by the Executive Director and Business Manager on a monthly basis.
- c. The Business Manager will attempt to resolve the complaint between the parties involved. However, if no satisfaction results, the Business Manager will escalate the situation to a supervisor and, if additional escalation is needed, to the Executive Director for further engagement. If the complaint is regarding the Executive Director, then the Business Manager will involve the UDVC Board of Directors.
- d. Thirty days after receiving the grievance, UDVC will provide all grievance facts and decisions in writing.
- e. This procedure is available at [udvc.org](http://udvc.org).

If this procedure is not clear, or you have any questions, please contact UDVC's Business Manager at 801-521-5544 x101 or email [kpark@udvc.org](mailto:kpark@udvc.org).

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**Client/individual /Provider Name**

**Contact/Provider Contact Information**

**Nature of the complaint**

**Identification of those involved**

**(Client/individual or provider): I have read the Grievance Policy and consent to these procedures.**

**Yes, I have read the policy and consent to the procedures.    Date**

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*For office use only:*

*Date complaint received and by whom*

*Summary of the follow-up activities:*

*Date grievance referred to Board of Directors*

*Date of resolution*