



Policy: Jewish Family Services is committed to providing quality service and achieving a high level of client satisfaction. A key component of quality service is the timely, equitable resolution of complaints. It is the policy of JFS to be responsive to clients' needs and concerns.

Complaint: A complaint is defined as an informal verbal or written expression of dissatisfaction, discontent or protest by a client or on behalf of a client, concerning a situation within the jurisdiction of JFS.

Complainant: The person issuing the complaint. This may be a client or other interested party on behalf of the client.

Grievance: If the complainant is not satisfied with the response of the JFS staff, the complainant may file a formal grievance by contacting the Jewish Family Services Board of Directors.

PROCEDURE FOR FILING A COMPLAINT

If the client is dissatisfied with the service being provided by JFS or if the client wishes to file a complaint against a perceived unfair treatment, the following procedures can be followed:

1. The client can make a verbal complaint to a JFS counselor
2. If the contact with the counselor does not resolve the problem or if the client does not feel comfortable making the complaint to their counselor, the client can contact his/her counselor's supervisor.
3. If the client is unhappy with the resolution and would like to file a formal written complaint, the client will be given the Complaint Form
4. Within 5 business days after receipt of the written Complaint Form, a review of the client's complaint will be completed and the client will be informed of the resolution to the complaint
5. If the client is not happy with the resolution, he/she may request a subsequent appeal of the review, request a review by the Executive Director or file a formal grievance with the Executive Committee of the JFS Board of Directors

*At any point time in the process, the client or client's guardian may call the Governor's Advocacy Council for assistance.

The above steps are provided in sequence; however, some steps may be eliminated if the client wishes. For example, the initial complaint may be made directly to the supervisor or to the Executive Director. The client may also at any time complete a formal complaint or an anonymous complaint by completing a Complaint Form and returning it to the receptionist or via mail.

After each step in the process, the client should receive notice of the actions taken as a result of their complaint. All client complaints reported to the supervisor or the Executive Director will be recorded and kept on file.



PROCEDURE FOR FILING A GRIEVANCE

Formal grievance procedures are broken up into three groups: Potential Rights Violations; Administrative Issues and Service Quality; and Clinical Service Decisions. All three grievance procedure begins with contacting the JFS Executive Director.

A client or their guardian can file a formal grievance by contacting the JFS Executive Director. The Executive Director will assist the complainant in filing the grievance and will provide the complainant with client information materials describing the grievance process.

The Executive Director will notify the complainant of the receipt of the grievance in writing and whether the grievance will be addressed by the Executive Committee of the JFS Board of Directors (i.e., directly by a conflict resolution process, by conduction an investigation of the allegation(s), or by an informal review process).

The complainant will be notified of the resolution/decision regarding the formal grievance and will be notified of the appeal procedures.

CONTACT INFORMATION

Jewish Family Services of Greater Charlotte, Inc.

Phone: 704-364-6594
5007 Providence Rd Road
Charlotte, NC 28226

Governor's Advocacy Council for Persons with Disabilities

Phone: 1-888-281-5921
1314 Mail Service Center
Raleigh, NC 27699-1 314