



Human Rights Grievance Procedure

Venture expects all employees to uphold the human rights of the individuals we support in our programs. Our core values of honesty, respect, integrity, innovation, and compassion reflect these expectations. To support this commitment, all employees receive Basic Human Rights training during orientation and additional training at least annually thereafter.

Venture is also committed to ensuring that families have a clear process for raising concerns about the treatment of their loved ones. In most cases, concerns are addressed at the program level with the staff and managers who are directly involved in providing supports. However, if a concern is not resolved at the program level to the satisfaction of the family member or guardian, the following process may be used:

Step 1: Submit a Grievance

Contact the Human Rights Coordinator by email or telephone to report the concern. The grievance should include the following information, if known:

- Type of incident(s) and/or description of Human Rights violation(s)
- Date(s) of incident(s)
- Staff member(s) involved
- Staff or managers previously contacted, if any

Step 2: Investigation

Upon receiving the report, the Human Rights Coordinator will review the concern and gather relevant information. This may include speaking with program staff, managers, and other appropriate departments as needed to determine appropriate next steps.

Step 3: Findings and Response

A written summary of the review and any actions taken will be provided to the individual who submitted the concern within 30 days of the initial contact with the Human Rights Coordinator.

Step 4: Appeals

If the complainant is not satisfied with the outcome, a formal appeal may be submitted in the following order. Each level of appeal must be completed before proceeding to the next:

1. Chief Program Officer
2. President / Chief Executive Officer
3. President of the Board of Directors