

YWCA's Marin Employment Programs Grievance Process

This policy is established for the disposition of a complaint by older individuals or persons authorized to act on behalf of older individuals seeking services from the YWCA's Marin Employment Programs.

YWCA's Marin Employment Programs has an open-door policy that encourages feedback regarding its programs and services. Clients, contractors, staff and volunteers are encouraged to provide feedback using open, honest, and direct communication in an informal setting. When feedback rises to the level of a complaint, matters should be resolved at the lowest possible level.

Complaints may involve but are not limited to any of the following:

- Amount of service
- Duration of service
- Denial of service
- Discontinuation of service
- Dissatisfaction with service
- Dissatisfaction with service provider

Complaints shall be addressed in writing to the Program Manager for YWCA's Marin Employment Programs. If the complainant cannot write, the complaint will be taken orally and written up for signature.

Complaints shall include all of the following information:

- Complainant's name, mailing address, phone number, and email address if applicable
- The service being reported
- The name of the service provider
- The issue of concern or dispute
- The date, time and place of occurrence
- The names of any witnesses

First level of resolution:

The first level of resolution is handled by the Program Manager and Manager will respond in writing within 1 to 5 business days to the complainant. If the complaint is not resolved with the responsible staff member, it will be referred to the second level of resolution.

Second level of resolution:

The second level of resolution is handled by the CPO of Economic Opportunity. All complaints will be promptly and thoroughly investigated, and all information disclosed during the course of the investigation will remain confidential, except as necessary to conduct the investigation and take any remedial action, and in accordance with applicable law. All employees and supervisors have a duty to cooperate in the investigation.

Complaints will be investigated and answered in writing with the results within 30 days of receiving the complaint.

Complainants have a right to privacy. All grievances will be handled confidentially and only information relevant to the complaint may be released to the responding party without consent.

Third level of resolution (adults age 60 or over)

If the complaint is not resolved with YWCA's Marin Employment Programs, and the claimant is an older adult age 60 or over, it will be referred to the Area Agency on Aging. The Area Agency on Aging will follow its Grievance Policy and abide by the timeline identified in the policy to resolve the complaint. The contact information for the Area Agency on Aging will be provided to the client upon request.

Note: A copy of the policy will be provided with the client intake at Orientation via email.