Migration & Refugee Services

Afghan Placement and Assistance

Grievance Policy

I understand that, as a client of a Migration & Refugee Service Afghan Placement and Assistance (APA) Community Partner, I am entitled to certain APA Core Services. In the case that I am dissatisfied with either the completion of the services themselves or the treatment I receive from _____ staff during the APA period, I agree to follow the below outlined Grievance Policy:

- I will first attempt to discuss any issues with my case manager or the other staff or volunteer with whom I have a grievance. Said staff or volunteer member will have two weeks (14 days) in which to comply with my request for a meeting, barring any extenuating circumstances.

- If, after discussion with said staff or volunteer member, no agreeable solution is reached, I will follow up by requesting a meeting with the staff or volunteer member's immediate supervisor. Said supervisor will have three weeks (21 days) in which to comply with my request for a meeting, barring any extenuating circumstances.

- Should it be requested at any point, I will submit my complaint or concern in writing.

It is also understood that any grievances should be approached in a respectful manner. Any instance of disrespectful or inappropriate language or behavior towards staff or volunteer members can be used as grounds for termination of services.

_____ _____

Client Name Date

_____

Client Signature