

Client Grievance Policy



OVERVIEW

The UpValley Family Centers (UVFC) strives to offer excellent customer service in delivering our programs and services to the community. Our organizational values and guiding principles include treating others with trust, dignity and respect.

This Grievance Policy outlines what you can do if you feel you were treated unfairly, unprofessionally, or believe your rights have been breached. UVFC has a strict policy prohibiting retaliation in any form against anyone who files a grievance.

UVFC is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, and U.S. Department of Homeland Security regulation 6 C.F.R. Part 19. A complaint may be filed by any individual who believes they have been subjected to discrimination based on race, color, national origin (including language), disability, age, sex, or religion.

Grievance Process:

- **Deal with the matter informally** - A grievance may be dealt with informally by approaching the involved individual about your concern, if you feel comfortable doing so. You may also file a grievance without any discussion and proceed to the next step.
- **Speak with a Program Manager/immediate supervisor:** If you do not feel comfortable speaking directly with the person involved, you may contact the supervising Program Manager via phone at 707-965-5010. The Program Manager will provide you a verbal response within 3 business days after the investigation has been made. If the issue is not resolved to your satisfaction, the Program Manager will forward your concern to the Program Director.
- **Speak to a Program Director** - The Program Director will ask for your name, phone number, address, and specifics about the incident. The Program Director will provide you a response to your concerns verbally and in writing within 7 business days after the investigation has been made.
- **You may appeal to the Executive Director** - If you are not satisfied that your concerns were adequately addressed, you may request the Executive Director to review your complaint. You will be asked to complete the Client Grievance Form. The Executive Director will investigate the case and get back to you in writing within 10 business days. The UVFC Executive Director's decision and recommendations will be final.

UpValley Family Centers Nondiscrimination Policy

UpValley Family Centers (UVFC) complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- *Section 504 of Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Education Amendments Act of 1972*, which prohibits discrimination based on **sex** in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.

It is against the law for UpValley Family Centers to retaliate against anyone who takes action to oppose discrimination, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

To File a Complaint

If you think that UpValley Family Centers (UVFC) has failed to provide these services or discriminated in another way based on race, color, national origin (including language), disability, sex, age, or religion, you can file a complaint in person or by mail, email with:

Jenny Ocon, Executive Director
1440 Spring St., St. Helena, CA 94574
jocon@upvalleyfamilycenters.org

You can also file a civil rights complaint with U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties:

E-mail: CRCLCompliance@hq.dhs.gov
(fastest method to submit your complaint)

Fax: 202-401-4708

U.S. Mail:

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch, Mail Stop #0190
2707 Martin Luther King, Jr. Ave., SE
Washington, D.C. 20528

For additional information:

www.dhs.gov/crcl Phone: 202-401-1474

Toll-Free: 1-866-644-8360

Information and Services for Persons with Disabilities and Persons with Limited English Proficiency

- Upon request, UVFC makes their best effort to provide free aids and services, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.), to communicate effectively with persons with disabilities.
- Upon request, UVFC makes their best effort to provide free language services, such as qualified foreign language interpreters and information written in other languages, to ensure meaningful access to programs and activities for persons with limited English proficiency

Client Grievance/Complaint Form



This form is to be completed to express a concern regarding the UpValley Family Centers' provision of services. The Executive Director will review this form and get back to you within 10 business days with a final decision. **No retaliation will be made for filing this complaint.**

Client Name: _____ Today's date: _____

Phone Number: _____ Email Address: _____

Address: _____

Date of incident: _____ People involved: _____

Please provide a brief description of the incident:

Have you tried to resolve the conflict? If so, how:

What do you think needs to be done to make things as right as possible?

Client signature: _____