

Metropolitan Family Service

SUBJECT: CLIENT PROBLEM RESOLUTION

PURPOSE

Metropolitan Family Service believes that it is in the best interest of both the agency and our clients to provide a process of resolving service concerns or problems. Client problem solving begins with good communication. We encourage you to keep communication lines open and to use them. Remember that clear and honest communication makes solving problems easier and can prevent small problems from escalating.

If you feel you have been discriminated against or harassed in any way, contact a Director or the Chief Executive Officer.

PROCESS

Grievance and appeals

At Metropolitan Family Service we recognize that honest differences of opinion and specific complaints occur. This appeal process provides a formal review of client grievances.

1. Address concerns directly with involved staff if possible, and if not resolved through direct discussion, access the Program Manager or supervisor for consultation. If the problem is not resolved, contact the Director of Community Services or the Director of Community Schools. MFS has an open door policy. Feel free to contact a Director at any time.
2. If the problem cannot be resolved with the Program staff or Program Manager, send an Employee Grievance form to the Director within ten (10) days after your last discussion with the Program staff or Program Manager.
3. All concerns or problems are reviewed in a confidential manner.