



GRIEVANCE FORM

Name of Applicant, Client, Family, Parent, Guardian, Legal Custodian or Stakeholder: _____

Today's Date: _____ Date of Incident: _____

Crossnore School & Children's Home has a formal grievance mechanism. The applicant, client, family, parent, guardian, legal custodian or stakeholder is free to express complaints without interference or fear of retaliation. The Sanctuary Model provides tools to aid in filing and resolving complaints.

1. In the space below, describe the incident. Attach additional pages if necessary.

2. In the space below, describe how you would like to resolve the incident.

Directions: Complete in order as many steps as necessary until you feel your grievance is resolved. Circle and complete the appropriate option.

The following are steps to file a formal grievance:

1. The first step is for the person who has a complaint to speak directly to the staff member involved if they feel comfortable doing so. If the person does not feel safe addressing the issue, he/she may bring it to the attention of the staff member with whom they are working.
 - a. I spoke with _____ (name) on _____ (date)

OR

 - b. I do not feel comfortable speaking with _____ (name)

AND

 - c. In my opinion, the grievance *is/is not* resolved (circle one).

2. If the matter is not resolved at this level, the supervisor should be made aware in order to assist in filing a grievance or scheduling a Red Flag Meeting if necessary.

a. I spoke with the supervisor, _____, on _____ (date)

OR

b. I have not spoken with the supervisor

AND

c. In my opinion, the grievance *is/is not* resolved (circle one).

3. If not resolved at this level, the person has the right to meet with the Executive Team member within the chain of command of the supervisor.

a. I spoke with a member of the Executive Team, _____
(name) on _____ (date)

OR

b. I have not spoken with a member of the Executive Team

AND

c. In my opinion, the grievance *is/is not* resolved (circle one).

4. If not resolved at this level, the person has the right to meet with the Chief Executive Officer.

a. I spoke with the Chief Executive Officer on _____ (date)

OR

b. I have not spoken with the Chief Executive Officer

AND

c. In my opinion, the grievance *is/is not* resolved (circle one).