

Participant Grievance Procedure

This policy outlines the steps by which a participant may seek resolution to a grievance within PATH programs.

When a participant has a grievance the proper reporting protocol is as follows:

1. The participant is to first discuss the issue with their assigned staff member (i.e. case manager, employment specialist, housing navigator, etc.). If the assigned staff member is not available, the participant should bring the information to program management.
2. If the issue being discussed pertains to their assigned staff member, the participant should bring the information to program management. If the issue is not resolved from the initial discussion, the following steps should be taken in the order outlined below:
3. A request in writing, using the designated grievance form, needs to be submitted to the Program Manager. The Program Manager will investigate the matter, including the gathering of facts, obtaining statements from other participants or staff, etc. The participant will receive a written decision within 72 hours of receipt of the form. To the extent possible and when appropriate, the program manager may meet with the participant in person to review the grievance and written decision in a confidential area, which may be identified as management's office or a PATH conference room. If the participant does not feel he/she received a satisfactory response/resolution, the next step should include:
4. A request in writing, in the form of a letter, to the Program Director, explaining the grievance and requesting a meeting to seek resolution. This letter must be submitted to the Program Director within three standard business days of response from the Program Manager. Within three standard business days of receipt of the letter, the participant will be invited to meet with the Program Director to discuss the grievance in a confidential area, which may be identified as the Director's office or a PATH conference room. Prior to the meeting, the Director will investigate the matter, as described previously. A written decision will be drafted at the time of the meeting with a copy given to the participant. If the participant does not feel he/she received a satisfactory response/resolution, the next step should include:
5. A request, in writing, in the form of a letter, to the Chief Program Officer, explaining the grievance and requesting a meeting to seek resolution. This letter must be submitted to the Chief Program Officer within three standard business days of response from the Program Director. Within three standard business days of receipt of the letter, the participant will be invited to meet with the Chief Program Officer, at a mutually agreeable time, to discuss the grievance in a confidential area, which may be identified as the Officer's office or a PATH conference room. Prior to the meeting, the Chief Program Officer will investigate the matter, as described previously. A written decision will be drafted at the time of the meeting with a copy given to the participant. If the

participant does not feel he/she received a satisfactory response/resolution, the next step should include:

- The participant’s right to review the written decision of the Chief Program Officer through a mediation or dispute resolution service. PATH will provide assistance with this step, including referral to mediation and scheduling a mutually acceptable date and time for all parties to meet. PATH will fully participate in the mediation/dispute resolution process and encourages the participant to do so as well. If the participant chooses to use the Dispute Resolution Services for mediation for a decision, this mediation will be the final, binding resolution of the grievance. The participant may elect to use one of the following resolution services:

<p>Los Angeles County Office of the Los Angeles City Attorney Dispute Resolution Program City Hall 200 North Spring Street, 14th Floor Los Angeles, CA 90012 (213) 978-1880</p>	<p>Los Angeles County Los Angeles County Bar Association 1333 Seventh Ave. San Diego, CA 92101 619-231-0781</p>	<p>San Luis Obispo County SLO Bar Association P.O.Box 585 San Luis Obispo, CA 93406 805-541-5930</p>
<p>Santa Barbara County Conflict Solutions Center 1528 Chapala St. Suite 205 Santa Barbara, CA 93101 805-349-8943</p>	<p>Orange County Dispute Resolution Services 1221 E Dyer Rd. Suite 120 Santa Ana, CA 92705 949-250-4058</p>	<p>Kern County Kern County Superior Court 1415 Truxtun Ave Bakersfield, CA 93301 661-868-5433</p>
<p>Ventura County Office of the District Attorney 5720 Ralston St. Suite 300 Ventura, CA 93003 805-654-3110</p>		<p>Santa Clara County Office of Human Relations 2310 North First Street, Suite 104 San Jose, CA 95131 408-993-4120</p>

- In the event of a grievance that is filed due to a termination from PATH Services, the termination will be in effect until all procedures have been followed and a final resolution has been made. Participant will not be able to access any services within PATH programs if terminated from services. We will provide the participant with a referral to other programs if requested at the time case management is terminated. PATH wants to resolve any and all problems concerning participant’s participation in PATH’s programs in a fair, prompt, and efficient manner.
- A copy of filed grievances with written resolution or disposition of said grievance will be kept within the program department in a separate grievance file.

These procedures are given to all participants at intake, and the signed participant acknowledgement of the procedures is placed inside participant’s file. Clients are informed in Rights of Person served that grievance submissions will not result in retaliation or barriers to services.

