

GRIEVANCE POLICY

If at any time, you are dissatisfied with decisions made about you or services you received through any of our programs, **you are entitled to express that dissatisfaction through a grievance process.** You may file a grievance in writing or verbally, whichever form of expression is most preferred by you. The following procedures apply to the grievance process.

1. A copy of the Grievance Policy is provided to all parties at the start of any services they receive. For our Foster Family Agency this is also accompanied by the Personal Rights statement. For the foster child this is provided in the Youth Handbook, and for the resource family this is provided during the orientation meeting prior to starting the S.A.F.E. home study, and again at the start of each new program interaction.
2. Upon receipt of the policy at the start of services, you must confirm that you received this policy by initialing and signing the Policy and Procedure receipt page, which will be kept in the participant file or resource parent's home file.
3. A copy of the Grievance Policy and Procedure is provided to any participant or foster parent upon verbal request for ANY Victory Family Services staff member, regardless of the program they are assigned.
4. A copy of the Grievance Policy and Procedure and applicable resources are also available on our agency website (victoryfs.org)

Procedure:

1. If you are dissatisfied with decisions concerning you or the services you have received please let your assigned worker know. It is their goal to discuss your concerns with you and work with you to reach a resolution in a timely and informal manner at the program level. Your Victory Family Services worker, or another party of your choosing, will assist you by documenting all informal attempts to resolve the matter. At this time, you will also be provided with the worker's direct supervisor's name and phone number if you do not already have this information.
2. If the matter is not resolved to your satisfaction, you may contact your worker's direct supervisor within 10 business days of the event that led to the complaint and explain the incident and all attempts that have been made to address it.
3. If the supervisor does not speak with you that day, they will contact you within 24 business hours to discuss the complaint and work with you to resolve the matter.
4. During any of these steps, you are welcome to have your authorized representative or other identified support person available during conversations with the Victory Family Services worker and/or supervisor.
5. If, after speaking with the worker's direct supervisor, the matter is not resolved to your satisfaction, you have an additional 14 days to prepare a written statement regarding your concerns that will be

sent to the Chief Executive Officer for review. Your grievance will be reviewed within 2 business days after the agency has received your written information, and you will be contacted to schedule an appointment to discuss your concern. You may have your authorized representative or other identified support person available for this meeting. You will also be provided with additional resources, such as the contact information for the applicable Ombudsman, if you feel your complaint still has not been resolved.

6. Written documentation of the complaint will be maintained by Victory Family Services Foster Family Agency. Copies of complaints are available to Community Care Licensing, accrediting entities, and/or the Kern County Department of Human Services upon request.
7. A copy of the response to the complaint will be maintained in your file and provided to the licensing department, accrediting agencies, and/or the Kern County Department of Human Services upon request.
8. If your complaint involves court and/or appellate decisions either with or without the involvement of the placement agency, (i.e. Kern County Department of Human Services), then no decisions can be reached pending the resolution of the court and/or appellate matter.

PLEASE NOTE:

Information regarding the pattern of appeals and grievances for all our programs, including any specific problematic or unresolved issues for which liability may be incurred, will be presented to the Board of Directors for review. The information will include how the complaints were resolved, an assessment of any discernable pattern of the complaints, and information on any changes that have been made as a result.

There will never be retaliation against any party for filing a grievance/complaint.