

## **NAMI PINELLAS COUNTY, FLORIDA, INC.**

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**DATE IMPLEMENTED:** 01/14/2013

**POLICY NUMBER:** 400-05 **GRIEVANCES**

**PURPOSE:** This operating procedure establishes guidelines for grievances.

**POLICY:** It is the Policy of NAMI Pinellas County to resolve grievances from employees, and volunteers, as well as from participants of our education and support programs.

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**PROCEDURE:** This system is to be implemented when normal discussion does not resolve the concern that the staff, volunteer, consumer, family member, or program participant may have.

1. The individual submits a written or verbal complaint to the Executive Director/Contract Manager.
2. The Executive Director/Contract Manager investigates the grievance within two (2) working days.
3. The Director/Manager responds in person, by phone, or by letter within five (5) working days.
4. If the grievance is not able to be resolved at this level, the grievance will be reviewed by the Vice President of the Board of Directors who will have five (5) working days to respond to the stakeholder in person, by phone, or by letter.
5. If the grievance has remained unsolved, the grievance will be reviewed for final resolution by the President of the Board of Directors.
6. The individual will be notified of the final resolution in person, by phone, or by letter of the results of the review.
7. A consumer grievance will not affect the availability of services to that consumer.
8. A record will be kept of all grievances and resolution determination.