



CENTERSTONE

CONTINUUM FAMILY CENTERED SERVICES

CLIENT GREIVANCE PROCEDURE

I, _____ (name) understand that I have the right to file a grievance in the event that I feel that I have been treated unjust. The grievance should be put in writing and given to the Family Centered Services Case Manager or Coordinator. I will receive a response in five days from the Family Centered Services Coordinator or Manager, and if I am unsatisfied with the action taken or response, I may appeal to Gino DeSalvatore, Director of Residential and Academy Services for resolution. If resolution cannot be reached in three days, a staffing will take place with my DCS worker for discussion. I may then make a placement appeal through the Department of Children's Services.

Client Signature

Date

Case Manager

Date