

Memphis Center for Reproductive Health

CLIENT GRIEVANCE POLICY

Client grievances may include a wide range of complaints, from minor dissatisfactions to serious allegations. The guiding principle is that the *client* defines the grievance, not the staff member. As a consumer of our service, **you, the client**, have the right to present a grievance to our staff. Whenever possible, grievances should be dealt with on an interpersonal basis between you, the staff member involved and their direct supervisor(s). The client should be assured that their concern will be immediately addressed in a respectful and mutually agreed upon manner.

The following procedure will be followed when a staff member receives a client grievance, complaint, or other indication of dissatisfaction with services:

1. The staff member who receives the grievance will discuss the matter with the client and their supervisor in a timely manner (within 24 hours) in an effort to problem solve the issue as quickly as possible.
2. The staff member's supervisor will be informed that a grievance has been made and, if the grievance has been resolved, no further action will be taken.
3. If the grievance is not resolved by use of step 1, the supervisor will meet with the client to further discuss the grievance and make any adjustments deemed satisfactory by both client and supervisor.
4. If the grievance remains unresolved, a meeting with the MCRH Leadership Team members will be called immediately (within 1 working day) to further address the grievance. Leadership Team members (or their representative) will be prepared to meet with the client as soon as reasonably possible.
5. Upon meeting with the client, the Leadership Team will explore all necessary options and will resolve the issue by taking whatever action is necessary.

Please note that the client always has the right to request a change in individual service provider. This request should go directly to the Executive Director who will review the request and reassign the case within 48 hours following the request. The Executive Director has full discretion over decisions as to clinically necessary reassignments. If the client disagrees with the final decision of the Executive Director, the client may feel free to seek services elsewhere, and may do so without any risk of retaliation by any member of the staff of MCRH.