

The HomeQuest Group EHS Grievance Procedure

Should you wish to file a formal complaint about any aspect of **The HomeQuest Group EHS Programs**, or if you should have any difference/disagreement/discrimination arise between you and another client or a member of the staff, a grievance procedure has been established.

Please be assured that the filing of a grievance will NOT reflect unfavorably with your participation in **The HomeQuest Group EHS Programs**.

- 1. Whenever possible, grievances should be resolved informally between you and the other client or staff member if possible. Any and all other concerns should follow step #2.
- 2. If you are not satisfied with the outcome of speaking with the other client or a member of the staff, OR if you are filing a complaint for any other reason, you may put your complaint in writing stating any concern of the matter, how the issue affects you, and what you feel is a fair solution should be, please fill out a Grievance Request Form and place it in the assigned location for review by our Grievance Officer, **Paula**Mwenelupembe.
- 3. The Grievance Officer will investigate the issue, gather facts from the incident and/or all parties involved, and assist the participant in finding a satisfactory solution within Seven (7) days.
- 4. If you are still not satisfied with the outcome after working with the Grievance Officer, you have the right to an appeal. To appeal, you may request a meeting with the Grievance Officer & Board in writing via Grievance Appeal Request form.
- 5. Once the Grievance Officer & Board has received your appeal request to meet, a meeting will be scheduled within Seven (7) days to discuss the issue(s) at hand and a possible solution will be rendered in writing denoting the final discission and outcome.

	is recommended that	or grievance with The HomeQue the client must continue to comroup and its Staff.	
		cknowledge by signing below to comply with The HomeQuest Gr	
Client Signature	 Date	Staff Signature	 Date