

**Catholic Charities West Michigan (CCWM)
Formal Complaint/Grievance Form**

Describe what happened including location and any staff involved:

What resolution did you seek?

Complainant’s Name (please print)

Complainant’s Signature (please sign)

Address (Street & City/Zip)

Date

Phone Number

***Please return form to:
Director of Quality and Compliance
40 Jefferson Ave SE, Grand Rapids, MI 49503
(616) 246-0589
compliance@ccwestmi.org***



**CATHOLIC
CHARITIES
WEST MICHIGAN**

Catholic Charities West Michigan Formal Complaint/Grievance Procedure

This grievance procedure is the process by which clients, parents/guardians, and/or foster parents of Catholic Charities West Michigan have recourse to share concerns and request reconsideration of a decision unsatisfactory to them with persons having authority in the agency.

Grievance Steps:

1. You should first discuss your complaint with the CCWM staff person working with you.
2. If the situation is not solved, you should ask to speak with the supervisor or Program Director.
3. If an adequate solution is not reached, you can file a formal complaint in writing (with your signature) to the Quality and Compliance department.
4. The Director of Quality and Compliance will contact you within 10 business days of receiving the grievance.
5. The Quality and Compliance Director (or designee) shall conduct an inquiry into your complaint/grievance.
6. During this process, the necessary information shall be gathered to make an informed decision. When appropriate, a meeting may occur to provide the individual, witnesses, and staff members the opportunity to: present and establish facts and evidence, discuss and question or refute material presented, and work toward a resolution.
7. A written response shall be provided, as necessary, informing you of the results within 30 working days from the receipt of the complaint. You shall also be informed of the appeal process available at that time.
8. If you are not satisfied with the response, you may appeal to the Chief Executive Officer (CEO) within 15 working days (or to the Regional Rights Consultant for substance abuse clients funded by the public mental health system).
9. The CEO shall respond in writing within 30 working days.
10. A client may insert statements into their record about a concern or about the services they are receiving or wish to receive.
11. CCWM may add statements or responses, with the clients' knowledge, about the concern or services the client is receiving or wishes to receive.
12. Clients who participate in state-funded programs who are still dissatisfied with the answer may appeal to the State of Michigan oversight agency for that program.
13. For programs not state-funded, the CEO's decision shall be binding.