

Empower Yolo Client Grievance Procedure

Empower Yolo is dedicated to providing the highest quality of services to our clients. We believe that to accomplish this, we must provide forums for our clients to give us feedback. Empower Yolo's Grievance /Appeal Procedure was developed to establish a method of addressing issues and/or concerns that cannot be resolved informally between client and agency staff or volunteers.

What is a Grievance?

A grievance is a formal expression of concern about any particular issue thought to be unjust, unfair or offensive. Filing a grievance or appeal means putting in writing anything that you have experienced that you believe was harmful or unfair.

You have the right to file a grievance at any time without fear of retaliation. Empower Yolo is committed to consistently providing services to you while a resolution regarding your grievance is formulated.

When Issues or Concerns Arise

Discuss any issues or concerns with the agency staff. If a mutually agreed upon decision is not met through this discussion, you are encouraged to contact the appropriate Supervisor. The Supervisor will respond to you within five business days to discuss the unresolved concerns. Hopefully, you and the Supervisor can reach a mutually agreed upon resolution through this process.

What happens if my grievance/appeal is not resolved to my satisfaction?

If a satisfactory resolution has not been agreed upon, the following steps should be followed:

Write the details of your grievance or appeal on the attached form. If you would like to provide additional information regarding the grievance, please attach it to the form. Once the form is completed, please send it to Empower Yolo's Executive Director.

You can ask a shelter advocate or client navigator to fax it to the main office, or mail it to: Executive Director, Empower Yolo, 175 Walnut Street, Woodland, CA 95695. You may also email it to celina@empoweryolo.org. The Executive Director will respond within five business days of receiving your written grievance.

Please note that while the supervisor or Executive Director will respond to you, they may not be able to provide specific information if the resolution results in disciplinary action against a specific employee.

Empower Yolo Client Grievance/Appeal Form

It is important to us that you feel heard.
You have the right to file a grievance at any time without fear of retaliation.

Date: _____

Client name: _____

Agency staff name: _____

Nature of complaint: _____

Proposed resolution:

Client signature: _____

Date: _____

Please mail completed form to:

Celina Alveraz, Executive Director

Empower Yolo

175 Walnut Street

Woodland, CA 95695

You may also email your complaint or concern to Celina Alveraz at celina@empoweryolo.org