

Oklahoma Systems of Care Grievance Policy/Form

(Local Project Name and County)

Grievances are received for specific incidents where it is believed that the Core Values and/or Principles of Systems of Care (SOC) have been violated by one of the official SOC Communities or State Team. This is a process to be used where less formal methods of conflict resolution have failed.

If the grievance is from a local site:

- 1) Contact Parent Advocate and /or Project Director or other SOC Staff to attempt a resolution of the problem.
- 2) If not resolved, the individual(s) files an official grievance with the local Project Director first, using the form provided below. He/she then responds within 5 working days, letting the person(s) know that the grievance has been received and informing them of the process. If the grievance is not satisfied by the Director or is with the Director, it is sent to the local Steering Committee Chairperson.
- 3) The Executive Team of the local Steering Committee will review the grievance and make recommendations as to how the grievance should be addressed within 15 days.
- 4) Appropriate action taken by the Executive Team to resolve the grievance and reported to the Steering Committee at the next meeting.
- 5) Person(s) filing the grievance is to be notified of the team's decision and action taken within five working days of review, in writing and sent through the US Mail.
- 6) If person(s) filing the grievance is not satisfied with the response of the local Executive Team, the grievance is then sent to the Oklahoma SOC Principal Investigator. He/she then responds within 10 working days letting the person(s) know that the grievance has been received and informing them of the process at the state level.
- 7) If the Principal Investigator is unable to resolve the issue or the person(s) filing the grievance is not satisfied with the result, the Principal Investigator will take the grievance to the State SOC Executive Team for review within 30 days.
- 8) Appropriate action taken by the State Executive Team and reported to the State Team at the next meeting.
- 9) Person(s) filing the grievance is to be notified of the decision and action taken within 10 working days of review, in writing and sent through the US Mail.

If the grievance is a statewide issue or with the State Team:

- 1) The grievance is filed with the Oklahoma SOC Principal Investigator. He/she then responds within 10 working days letting the person(s) know that the grievance has been received and informing them of the process at the state level.
- 2) If the Principal Investigator is unable to resolve the issue or the person(s) filing the grievance is not satisfied with the result, the Principal Investigator will take the grievance to the State SOC Executive Team for review within 30 days.
- 3) Appropriate action taken by the State Executive Team and reported to the State Team at the next meeting.
- 4) Person(s) filing the grievance is to be notified of the decision and action taken within 10 working days of review, in writing and sent through the US Mail.

Name: _____

Address: _____

Telephone: _____

Date: _____

Written Grievance: (Attach additional sheets if needed and submit to local project director)
