

# Grievance (Complaint) Procedures

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\*HCDVCC values your input on how we provide services and wants to hear about your experience. Any information you provide will be taken seriously and will help us continue to improve our services for every survivor.

\*If you have a question or complaint about something that occurred while you were at HCDVCC, the first step is to discuss this with your advocate.

\*If you are not able to come to an acceptable result after discussing the issue with your advocate or do not feel comfortable talking about the issue with them, HCDVCC encourages you to submit a grievance or complaint. If you prefer not to submit it in writing, please ask to speak to Nidia Cantu-Manager, at 713-377-4906. She will make every reasonable attempt to review your grievance within 3 business days or sooner. The Manager will review your grievance first, followed by Alicia Nuzzie, the Director, at 281-400-3680, ext.5, if necessary.

\*If a resolution is not achieved through these steps, you can request that the grievance go before Barbie Brashear - the Executive Director, who will make every reasonable attempt to review it within 5 business days. This is the final step in the grievance process and the decision made at this point will stand as the final decision from HCDVCC. If at any point you would like the contact information for the Health and Human Services Commission Family Violence Program, one of HCDVCC's funders, your advocate will provide that to you at your request.

\*Follow the steps below to file a grievance with HCDVCC:

Write up the grievance (complaint) and sign and date it. Your advocate can provide you with a form or you may write your own. If you prefer not to submit it in writing, please ask to speak to the Nidia Cantu-Manager at 713-377-4906. Include the following details:

- a. Name and advocate's name
- b. Details about the situation or concern
- c. Date of the issue or incident
- d. Any specific way you would like to see the issue resolved

## Termination Policy

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If my behavior puts the safety of other clients, staff, and/or volunteers at risk, HCDVCC may exit me from services. These behaviors include:

- Possessing a weapon
- Being violent and/or abusive towards others

If HCDVCC exits me from servi

- An exit interview in order to discuss services
- A safety plan
- Referrals to other community resources that may be of assistance to me.

HCDVCC will make every reasonable effort to have the exit process planned collaboratively by client and advocate.

I also understand that I have a right to file a grievance (complaint) or an appeal if I believe that the exit is not appropriate. My advocate can provide me with that form. I also understand that HCDVCC will retain my records for five years, and that I have a right to request a copy.

I also understand that I can request contact information for the Health & Human Services Commission Family Violence Program for complaint purposes.

*Note: When exiting someone from services, HCDVCC complies with the Americans with Disabilities Act; Title VI of the Civil Rights Act; §504 of the Rehabilitation Act; the Age Discrimination Act of 1975; and other applicable laws and regulations. HCDVCC will apply this policy equally to all people.*