



## PCAC CLIENT GRIEVANCE PROCEDURE

It is the policy of People's Community Action Corporation (PCAC) to treat its clients and applicants with fairness and professionalism, and to protect the confidential nature of all client information.

Clients or applicants who believe they have not been fairly or professionally served by PCAC, or who believe that their right to confidentiality has been breached, have the right to present their grievance for prompt consideration and resolution.

### IF YOU ARE UNHAPPY WITH...

- A particular action, decision or behavior by a member of our staff
- A particular aspect of PCAC policies or procedures
- An ongoing practice at PCAC
- An ongoing condition at PCAC

...WE WANT TO KNOW!

### HOW TO RESOLVE A COMPLAINT

#### Informal Procedures

- If possible, talk with the Intake Specialist or Case Manager about the problem to see if it can be resolved
- If that is unsatisfactory or not possible, ask to speak to the Site Coordinator or write to the Site Coordinator. The Site Coordinator will review the situation in order to find an acceptable solution. The Site Coordinator at this location is **Jim Thomas**
- If this does not resolve your problem, you may file a formal grievance

#### Formal Grievance Procedure

- Must be in writing either by email, letter, website or by phone.
- Submit your written grievance to James Thomas for 6827 South Broadway or Paul Lemmon for 4236 Lindell Ave, Suite 300 **within 3 working days**
- Describe the nature of the problem, why you are dissatisfied with the proposed solution, what it would take to reach a solution
- The directors will investigate and issue a decision within 3 working days

### IF YOU WANT TO APPEAL THE FORMAL DECISION

- Notify the Executive Director Mark Sanford through his Executive Assistant, Kashawna Cox, (314) 367-7848 x1209 for details on how to submit the appeal
- The Executive Director will assemble administrative staff to review the case and make a final decision
- The Executive Director will issue written notice to the client of the final disposition of the grievance within 3 working days of the submission
- That decision will be final and made available to the DSS department within 3 days

**A copy of the Grievance Procedure is available upon request**