



# Grievance Form for Program Participants

We care about your experience here at ATVP and want to hear from you if you have a grievance or concern. We support an open-communication policy and encourage using various problem solving methods. You can report concerns or problems without fear of services being denied or reduced as a result of your concerns and without fear of mistreatment.

If you come into conflict with a program participant, staff person or volunteer, or you feel that you have not been treated fairly as a participant of our program, or if you have a particular concern regarding services:

1. We encourage you to attempt to resolve concerns with staff or the manager of the program directly and promptly.
2. If you do not feel safe addressing the conflict with that person directly, you have the option of communicating with that person's supervisor. Facilitated joint discussions can also be an option if preferred by you.
3. If you are not satisfied with the outcome of that discussion or if attempts to address your concerns are not resolved to your satisfaction, you have the option of filing a formal grievance using the form below. This grievance form will go to the Associate Director. (Note: if your grievance is about the Associate Director, it should go to the Executive Director. Additionally, if your grievance is about the Executive Director, it should be mailed to the Board of Directors at the following address, PO Box 37, Pullman WA, 99163, marked "Confidential").\*
4. If you have any questions about this procedure, please speak to any staff person.

FILL OUT AND RETURN:

Your name: \_\_\_\_\_ (optional)

Date: \_\_\_\_\_

Your concern or conflict:

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Steps already taken to resolve concern or conflict

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\*Please give this to a staff person or mail this form to our Associate Director ([asst.director@atvp.org](mailto:asst.director@atvp.org)), Executive Director ([exec.director@atvp.org](mailto:exec.director@atvp.org)) or Board of Directors as appropriate. Due to confidentiality rights of staff we may not be able to tell you the outcome of this grievance.