



CLIENT GRIEVANCE POLICY WHAT TO DO IF YOU HAVE A COMPLAINT

If you have a complaint about the performance of Family Paths staff, and/or you feel you or someone else has been treated unfairly or discriminated against, the following are the steps you should take to have your complaint heard:

1. Talk privately to the person with whom you have the problem. We encourage you to first try to work out the problem in an open and informal way.
2. If you do not feel comfortable talking with the person with whom you have the problem, or you do talk with them and are not satisfied with the outcome, you may call and ask for their Program Manager at 510-893-9230.
3. If your complaint is not resolved, you can call or submit a written complaint (which may be in your own language) to Family Paths' Clinical Director. The Clinical Director will return your call within two (2) business days or provide you with a written response to your written complaint within ten (10) working days of receipt of your written complaint.