

**FAMILY & CHILDREN'S SERVICES, INC.  
GRIEVANCE POLICY**

**WHO MAY FILE A GRIEVANCE:** Any client of Family and Children's Services (F&CS) or any person interested in the welfare of a client (e.g., relative, foster parent) may file a grievance.

**WHAT COMPLAINTS ARE CONSIDERED:** The complaint may be about any rule, policy, action, decision, or conditions made or permitted by F&CS, any employee, student, and/or volunteer.

**WHEN A GRIEVANCE MAY BE FILED:** It is important that grievances be filed as soon as possible to enable timely resolution. A complaint may be filed with F&CS or any of the four agencies listed below at the telephone numbers provided.

**HOW TO FILE A GRIEVANCE:** Your grievance may be taken by obtaining a Client Grievance Form from any staff member. Write your complaint on the form and include your proposed resolution of the problem. Sign the form and return it to any supervisor. You may request assistance from the F&CS designated Facility Advocate in completing the form and filing the grievance.

Within 14 days after your grievance is received, an attempt will be made, with your participation, to resolve the problem. You will receive a written response of the resolution.

You have the right to file a grievance, to receive a written response to your complaint and to appeal if you are not satisfied with the response. If any person attempts to deny you these rights or penalize you for filing a grievance, contact the ODMHSAS Consumer Advocacy Division, Office of Juvenile Affairs (OJA) Office of Advocate General, DHS Office of Client Advocacy, or the OHCA Grievance Docket Clerk.

For more information about the Grievance Procedure, please contact the designated Facility Advocate or Angela Boudreaux, Director of Quality.

Agencies to assist in the grievance process:

DHS Office of Client Advocacy P.O. Box 25352 Oklahoma City, OK 73125-0352 (405) 525-4850	OJA Office of the Advocate General P.O. Box 268812 Oklahoma City, OK 73126-8812 (405) 530-2800	OHCA Grievance Docket Clerk Legal Division P.O. Drawer 18497 Oklahoma City, OK 73154-0497 (405) 522-7217	ODMHSAS Consumer Advocacy Division 2401 NW 23 <sup>rd</sup> , Ste 82 Oklahoma City, OK 73107-2431 (866) 699-6605
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I acknowledge that F&CS staff have explained this Grievance Policy to me and that I have received a copy of this form which include the names and addresses of additional grievance resources.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Name

\_\_\_\_\_  
Case Number

**Copy to Client/Parent/Guardian/Legal Representative - Original in chart**