



## **North Iowa Community Action Organization**

### **Client Grievance and Complaint Procedure**

#### **Grievance:**

A grievance is an official statement of a complaint over something believed to be wrong or unfair with a program policy. Clients may seek a solution to their concern by reporting to the Program Coordinator. The grievance may proceed upward through the Program Coordinator, Human Resources Department, and Executive Director whose decision is final. Notice of decision will be provided in writing postmarked within ten calendar days of reporting the grievance at each level.

#### **Complaint:**

A complaint is a concern about daily program operations. Clients may seek a resolution to their complaint by reporting to the Program Coordinator. The complaint may proceed upward through the Program Coordinator, Human Resources Department, and Executive Director whose decision is final. The complaint must be reported within ten working days of occurrence and a written notification of decision must take place within ten working days of the complaint. Each appeal must take place within ten working days of the written notification of the decision regarding the complaint and a written notice of decision must take place within ten days of the appeal.

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