

Grievance Procedure

Child and Family Agency of Southeastern CT, Inc.

Revised May 2023

You have the right to express concerns about your services and request change. You also have the right to express concerns about the Child and Family Agency of Southeastern CT, Inc. (CFA) financial policies, or Agency procedures in general.

Procedure

1. **Request a Copy:** You can request a copy of this Grievance Procedure, with an explanation, at the start of services. This, along with the Grievance Procedure and Attendance Policy, can be found on the CFA website by selecting the Forms tab and choosing the Individual Forms.
2. **Submit a Complaint:** You are expected to communicate dissatisfaction directly to the staff member working with you, or their supervisor, and to clearly explain the nature of the complaint. A copy of this policy will be provided to you at that time, or arrangements will be made for its delivery within 5 business days of the initial verbal complaint.
3. **Complaint Documentation:** From the date of the meeting with the staff member and the supervisor, you have 7 working days to detail, in writing or via voice recording, to the appropriate staff. The Chief Executive Officer of the organization may be notified of the nature of the complaint. The mailing address of the Chief Executive Officer is PO Box 120, 7 Vauxhall Street, New London, CT 06320.
4. **Agency Response:** The appropriate staff and/or the Chief Executive Officer will review the complaint and any other related information and will reach a decision regarding the appropriate next steps. As part of their review, and to aid in their determination, the CEO may consult with subject matter experts, while protecting your rights to confidentiality, as well as review all CFA files/records as needed. The CEO may also meet with CFA employees involved as part of the review of the matter. Their decision shall be final. Notice of this decision will be sent to you by certified mail and to all other involved parties through interoffice mail. This decision will become part of your Agency record.
5. **Timeline:** From receipt of the written complaint to the convening of the review panel, not more than 30 days shall pass. A written decision shall be rendered not more than 15 days from that meeting.
6. **Accommodations:** At all stages in the above-described process, care will be taken to meet any special cognitive or psycho-emotional needs you may have, that you fully understand your rights and the available associated Agency processes. Every reasonable effort will also be made to arrange for the services of a translator to participate in the above processes if language is a barrier. Translated written materials will be provided whenever necessary.