

CLIENT GRIEVANCE PROCEDURE

IYSA's Policies and Procedures manual includes a Anti-Harassment policy which states "Indiana Youth Services Association forbids Board of Director members, management and fellow employees or employees of sub-grantees or contractual services from harassing other Board members, employees, agency affiliate staff, sub-contractors and clients or volunteers of any of the above on the basis of race, sexual orientation, gender, gender identity/expression, religion and national origin."

Any client or volunteer of a youth service prevention program who believes that he or she has a legitimate grievance may personally or by a representative, file a complaint with the office of the CEO. Any person who believes he or she has been adversely affected by an act or decision of the Host Home Youth Service agency has the right to process a complaint or grievance in accordance with the following procedures.

STEP 1: The aggrieved person should submit a written statement to the CEO of the Host Homes Youth Service agency detailing the nature of the complaint and facts upon which the allegation is based. The CEO shall contact the complainant no later than fifteen (15) days after receiving the written statement to establish an informal meeting with the objective of resolving the matter informally. However, in no case shall the informal meeting be conducted more than forty-five (45) days after receiving the written complaint.

STEP 2: Within fifteen (15) days of the informal meeting, if no decision has been made by the CEO or the decision of the CEO does not satisfy the complainant, he or she may request a hearing with the Board of Directors of the Host Homes Youth Service agency by submitting a written request to the CEO. The Board of Directors may, at their choice, designate a committee to hear the complaint. Such hearing shall be held at the next regularly scheduled meeting of the Board of Directors, but in no case shall the hearing be scheduled more than sixty (60) days after the request for the hearing. A special meeting of the Board of Directors may be scheduled for the sole purpose of hearing the complaint.

STEP 3: In discussing the grievance, the complainant may designate any person of his or her choice to appear with him or her and participate in the discussion, except if the complainant is represented by legal counsel the CEO shall be informed five (5) days in advance. If the CEO is not informed five (5) days in advance of legal representation, the Host Homes Youth Service agency has the right to postpone the hearing for an additional five days. The Board of Directors shall require the CEO to participate in the discussion of the grievance when it is brought before the Board of Directors. The Board of Directors shall issue a written decision on the matter within fifteen (15) days, and the decision of the Board of Directors shall be the final procedure for the complainant at the local level. There shall be a written documentary prepared of the discussion and decision of the Board of Directors.