

## Phoenix Project Complaint and Grievance Process

Phoenix Project wants to make sure every client is treated with care, dignity, and respect. If you ever have a problem, concern, or situation that does not feel right, we encourage you to talk about it.

You can always start by speaking directly with your advocate or another staff member.

If your concern is not resolved, you can file a **complaint** or a **grievance**.

You can ask for this form at our office or request it by email.

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### What Is a Complaint?

A **complaint** means you are unhappy or dissatisfied with something that happened and want to let Phoenix Project leadership know.

- You can share a complaint **in person or by phone**.
  - When you share a complaint, staff will offer you this **grievance form** or explain how to submit one.
  - If you choose **not** to fill out the form, Phoenix Project will still document your concern and follow up as needed.
  - The agency may review or investigate complaints to help improve services.
  - All complaints are kept on file for **one year** and shared with leadership as needed to improve programs.
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### What Is a Grievance?

A **grievance** is a written complaint that requests a follow-up or action from Phoenix Project.

- Grievances must be **in writing** and **signed**.
- Please submit your grievance as soon as you can, and no later than **30 days after the incident**.
- The **Executive Director** reviews and investigates all written grievances.
- You will receive a written response within **15 working days** after we receive your grievance, unless we notify you otherwise.

- You have the right to **confidentiality**. Only information related to your grievance will be shared with staff involved in the process.
  - If you are not satisfied with the result, you can **appeal** first to the **Executive Director** and then to the **Phoenix Project Board of Directors**.
  - All grievances are kept on file for **three years**.
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### **We Value Your Voice**

Your feedback helps us make Phoenix Project stronger and more supportive for everyone we serve.

If you need help at any time with this process, please ask — we are here to help.

## Phoenix Project

### Client Complaint and Grievance Form

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#### Purpose of This Form

You can use this form if you ever feel that a Phoenix Project staff member did not treat you with kindness, fairness, or respect. We take all concerns seriously and will review your complaint carefully.

Filling out this form will **not** affect your ability to receive services, and no one will treat you differently because you spoke up.

If you need help filling out this form or if you use American Sign Language or another language, Phoenix Project will provide a free interpreter.

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**Date Form Completed:** \_\_\_\_\_

**Your Name:** \_\_\_\_\_

**Safe Phone Number:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**1. What was the date of the incident?**

**2. Who was involved in the situation or who is your complaint about?**

**3. What happened that caused your concern or complaint?**

Please describe what happened in your own words. Use another page if you need more space.

**Your Signature:** \_\_\_\_\_

**If someone helped you fill out this form, their name and signature:**

\_\_\_\_\_  
\_\_\_\_\_