



Name: _____

Today's Date: _____ Date of Incident: _____

Thornwell recognizes the rights of applicants, clients, families, parents/guardians, legal custodians and other stakeholders to raise concerns or complaints. If at any time, an individual wishes to express dissatisfaction with services received, or feels their rights have been violated, they may engage in the grievance procedure which may result in making a formal grievance. Thornwell has a formal grievance mechanism and ensures that any individual is free to express complaints without interference or fear of retaliation.

1. In the space below, describe the incident. Attach additional pages if necessary.

2. In the space below, describe how you would like to resolve the incident.

Directions: Complete in order as many steps as you feel necessary until your grievance is resolved. Circle and complete the appropriate option that you wish to pursue.

The following are steps to file a formal grievance:

1. The first step is for the individual who has a concern, complaint, or grievance to speak directly to the staff member involved, if they feel comfortable doing so. Thornwell encourages open communication in these situations when it is safe, and appropriate to do so. If the individual does not feel comfortable addressing the issue, they may bring it to the attention of another staff member with whom they are working.

a. I spoke with _____(name) on _____ (date)

OR

b. I do not feel comfortable speaking with _____(name)

In my opinion, the grievance IS / IS NOT resolved (please circle one)



2. If the matter is not resolved at this level, a Supervisor or Program Director should be made aware in order to assist in filing a grievance.

a. I spoke with _____(name) on _____ (date)

OR

b. I have not spoken with a Supervisor or Program Director

In my opinion, the grievance IS / IS NOT resolved (please circle one)

3. If not resolved at this level, the individual has the right to meet with the Vice President within the chain of command of the Supervisor and/or Program Director.

a. I spoke with Vice President _____(name) on _____ (date)

OR

b. I have not spoken with a Vice President

In my opinion, the grievance IS / IS NOT resolved (please circle one)

4. If not resolved at this level, the individual has the right to meet with the Executive Vice President.

a. I spoke with the Executive Vice President on _____ (date)

OR

b. I have not spoken with the Executive Vice President

In my opinion, the grievance IS / IS NOT resolved (please circle one)



5. If not resolved at this level, the individual has the right to meet with the President/CEO.

a. I spoke with the President/CEO on _____ (date)

OR

b. I have not spoken with the President/CEO

In my opinion, the grievance IS / IS NOT resolved (please circle one)