

# Client and Member Grievance against Staff, Management and Agency Policy

**PURPOSE** In the event that a member/client feels he/she is receiving less than adequate service from Project Upstream staff/management/Agency or has been unfairly treated and where no satisfactory solution has been found, he/she has the right to file a formal grievance.

## **PROCEDURE**

- 1) If the individual is uncomfortable approaching the staff member alone, they may ask another individual or staff member to assist them in addressing the issue with the staff member.
- 2) If no resolution to a problem is achieved following a discussion with the staff person, the client/member may file a formal grievance.
- 3) All staff must assist any member/client wishing to register a grievance.
- 4) All member/clients must be advised of their right to grieve as part of the orientation/intake process. This grievance procedure should be posted for public viewing in areas where members/clients will see it and will be available at [www.projectupstream.com](http://www.projectupstream.com).
- 5) A grievance may be filed at any time; however, the sooner it is presented following the event in question, the easier it is to resolve.
- 6) If no resolution is found in step 2, the issue must then be brought to the attention of the Director. The Director will collect information and or seek clarification from all relevant parties and after consulting with the Executive Committee issue recommendations to said parties in writing within 5 business days. The Director's decision is considered final within the agency.

## **PROCEDURE: Involving Agency Governance or Management**

- 1) In the event that a client/member has an issue with the Director, any member of the Board of Directors of Project Upstream or issue relating to its Governance he/she is to speak with the or President of the Board in order to clarify the issue and seek a satisfactory resolution.
- 2) If no resolution to the issue is step 7 is achieved following a discussion with Director or member of the Board of Directors of Project Upstream, the client/member may file a formal grievance with the President of the Board of Directors of Project Upstream in writing. Any correspondence to the President of the Board of Directors must be addressed to the President in the following manner:

**Project Upstream**  
**Attention: President of the Board of Directors (Confidential)**  
**300-1355 Bank Street, Ottawa ON, K1H8K7**

For reasons of confidentiality, formal grievances will not be filed in the client's dossier but will be maintained in a central file at the Project Upstream office.