

PARTICIPANT GRIEVANCE POLICIES AND PROCEDURES

The God's Pantry Transitional Home maintains a client grievance procedure to ensure that clients' complaints are dealt with promptly and in an unbiased manner.

Clients are provided with a written description of the home's grievance procedure and a Client Grievance Form upon admission to the shelter. Staff is responsible for advising clients of their rights and of the grievance procedure, including that a staff member will assist them to complete the form and file the grievance.

Procedure

If a client expresses a concern or makes a complaint concerning their admission to or stay at the home, s/he can take the following steps:

1. The client will discuss the matter fully with the Home Manager, who will make a decision on any corrective action required within the boundaries of his/her authority. The Manager will notify the Director of Operation of the client's concerns and the action taken.
2. If the client is still unsatisfied with the outcome, the client may submit a request for intervention to the Director of Operations, who will acknowledge receipt within 5 days. The Director of Operations will take any required corrective action within 10 days and inform the client, in writing, of the resolution.
3. Clients have the right to ask assistance of another person to speak on their behalf or help fill out the grievance form.
4. Client grievances are reported in the Home Manager's Quarterly and Annual Reports. The Board of Directors reviews all grievances quarterly and annually, providing a level of review that does not involve the person about whom the complaint was made or the person who reached the decision.
5. Copies of all documents are placed in the client file.

CONFLICT RESOLUTION

Living in a communal environment is always challenging, whatever the current life circumstances are for the people involved. Because of this, conflict does happen between clients. As part of our commitment to providing safe shelter, we require all clients who stay in the shelter to participate in mediated conflict resolution with a Case Worker when they are having a conflict with a roommate or anyone in the shelter. This is also effective for preventing violence in the workplace.

Procedure

1. As a first step, clients should resolve conflict with each other by talking calmly and directly with the other person involved to find some resolution. If this does not resolve the conflict, then both people involved need to come into the office so that the Support Worker can mediate.

2. Clients need to agree to abide by the conditions of the solution of this process or acknowledge they will be moved to another shelter.

3. Each person should have a chance to tell their side of the story in a respectful way without interruptions from the other person.

4. The Staff should encourage the clients to suggest compromises that could solve the situation. If they are unable to come up with constructive solutions, Shelter Workers should put forward compromises that might work for all involved.

5. Sometimes, the clients are just not able to compromise, and it may be necessary to have the two people involved stay away from each other, and out of each other's business, for the duration of their stay. It must be made clear that if the people involved cannot follow these guidelines, and continue to engage in behavior that is aggressive, threatening or too disruptive to other clients, then one or both people may be asked to leave. If possible, an alternate space in another shelter will be found.