

Grievance Form

Date: _____

Name of Person Making Complaint:

Program/Property Name:

Phone: _____

Nature of Complaint:

Proposed Resolution:

Signature: _____

Date: _____



Volunteers of America of Illinois
Attn: Quality Assurance Dept.
47 W. Polk Street
Chicago, IL 60605

(312) 564-2312
(312) 564-2301 fax
www.voaininois.org

HOW TO REPORT A GRIEVANCE

*Volunteers of America of Illinois partners with
the people we serve to create transformational
and lasting change in their lives.*

WHAT IS A GRIEVANCE?

A grievance is a concern or problem that an individual who receives services (or is impacted by services) has about the agency, employees or services that are provided.

Volunteers of America of Illinois is dedicated to providing high-quality services to our clients. In order to achieve this level of quality, we provide individuals with the opportunity to share their concerns.

HOW DO I FILE A GRIEVANCE?

Step 1: Prior to filing a formal grievance, the client/resident or an individual on their behalf should first contact the Program Manager or Property Manager to express the concern or complaint.

Step 2: If speaking with the Program Manager or Property Manager does not result in a resolution, the client/resident can file a formal grievance by doing one of the following:

- Complete the form on the back of this brochure and mail to Quality Assurance Department (address provided on form) – OR –
- Submit written correspondence via email detailing the complaint to adeichl@voail.org – OR -
- Call (312) 564-2312 to report the grievance and the form will be completed on the resident's behalf

WHAT HAPPENS AFTER A GRIEVANCE IS FILED?

Within 24 hours of receipt of the complaint, the Quality Assurance Department will contact the individual reporting the grievance to acknowledge receipt of the complaint and to obtain additional information.

Within five business days after receipt of the grievance, the Quality Assurance Department will attempt to resolve the concern with the appropriate staff person.

Within 30 days, the individual reporting the grievance will receive notification of the outcome of the grievance. If additional investigation is needed to come to a resolution, the client/resident will receive written notification of the steps being taken to resolve the grievance and a projected date of resolution.

If the person making the complaint does not feel that the situation has been resolved, the complaint will then be forwarded to the President/CEO for further investigation.

In addition to sharing the outcome of the grievance with the person who made the complaint, the agency will maintain written documentation of all complaints for purposes of quality assurance.

Volunteers of America of Illinois prohibits any retaliation against the person making the complaint in compliance with the agency Whistle Blower policy.