



Volunteers of America®
ILLINOIS

CLIENT GRIEVANCE PROCEDURE

PURPOSE: This procedure is made available to all clients/residents served by Volunteers of America of Illinois. Volunteers of America of Illinois (VOA of IL) is dedicated to supporting and empowering people of all ages to create positive and lasting change in their lives. Providing high-quality, client-centered services is an essential component to fulfilling our mission. In the event that a person served has concerns about the quality or type of service provided, this procedure is in place to ensure a person served or who is impacted by our services has the opportunity to have their concerns resolved.

Our goal is to have problems addressed as often as possible directly with the staff person responsible for serving the client, resident, or family. We feel strongly that resolving conflicts at the source is the most productive and healthy method. When attempts to resolve the issue with the direct staff member is not possible or is unsuccessful, clients have the right to file a grievance in accordance with the following procedures.

Clients or residents who have a complaint or concern about services they are and have received from VOA of IL should follow the steps below:

STEP 1: The client/resident should request a meeting with the Program Supervisor or Property Manager (if the complaint is regarding a residential building). Should the complaint involve the Program Supervisor or Property Manager, then proceed to Step 2.

STEP 2: The client/resident should submit a written statement to the Program Director or Regional Housing Director (if the complaint is regarding a residential building). The written statement must detail the nature of the complaint and facts upon which the allegation is based. The Program Director will contact the complainant within five (5) business days to gather additional information and attempt to resolve the grievance. An informal meeting will occur by phone or in person with the objective of resolving the matter informally. A decision will be made within 10 business days and the complainant will be notified by phone or in person of the decision.

STEP 3: If the decision of the Program Director or Regional Housing Director does not fully address the concerns of the client/resident, he/she may request that the complaint be reviewed by the Quality Assurance (QA) Director by submitting a written request to the QA Department. This formal review will be initiated within three (3) business days and may involve in person or phone interviews, as well as a review of documents

submitted by the client/resident and the program staff. Absent extenuating circumstances, the complainant will be notified in writing of the outcome of the QA Director's review within 30 days of the formal review.

STEP 4: If the complainant is not satisfied with the decision made by the QA Director, the complainant can request the decision be reviewed by the President/CEO by submitting a written request to the President/CEO within 10 business days. The review will occur within 14 days and a finding will be issued within 30 days.

CONTACT INFORMATION:

For Complaints regarding Senior and Disabled Housing Programs

VP of Business Development
47 W. Polk Street, Suite 250
Chicago, IL 60605

For Complaints regarding Foster Care & Adoption Services

EVP of Program Operations
47 W. Polk Street, Suite 250
Chicago, IL 60605

For Complaints regarding Veterans Services

Director of True North Project
47 W. Polk Street, Suite 250
Chicago, IL 60605

For Complaints regarding Veterans Housing

Senior Regional Housing Director
47 W. Polk Street, Suite 250
Chicago, IL 60605

Quality Assurance Department

Director of Quality Assurance
47 W. Polk Street, Suite 250
Chicago, IL 60605
Fax: 312-564-2301

President/CEO

47 W. Polk Street, Suite 250
Chicago, IL 60605
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