



Catholic Charities of Los Angeles, Inc.

Client Grievance Procedure

1. If you have any concern or complaint, please ask for a Complaint Form from the center's staff.
2. Please identify the nature of any complaint you may have on the designated form. When finished, return the form to the staff person assisting you.
3. A staff member will contact you within five (5) working days in an effort to resolve your appeal or complaint.
4. When your complaint/appeal is not resolved, you will be informed verbally and in writing and Catholic Charities will document the resolution of your complaint or appeal.
5. If your complaint or appeal is not resolved at this level, you may submit your written complaint or appeal to the program's Regional Director for further review.
6. The Regional Director (or his/her designee) will contact you within ten (10) working days, following receipt of your written complaint or appeal, to set the date and time for the review. The review may include other agency staff, appropriate to your particular situation.
7. If your complaint/appeal is resolved, you will be informed verbally and in writing and Catholic Charities will document the resolution of your complaint or appeal.

Client Signature: _____

Client Name: _____

Date: _____

Staff Signature: _____

Date: _____