#### GRIEVANCE PROCEDURE

The purpose of the Grievance and Appeal Procedure is to provide an orderly system in which to resolve employee grievances in an equitable and timely manner.

A grievance is herein defined as a complaint against Pineview Homes, its administrative, supervisory, or other personnel in which the employee deems himself/herself to have been treated in an unfair or unethical manner. A grievance may be against a person, a policy, procedure, or condition of work. A grievance is not an interpersonal dispute among employees, unless that dispute relates to the above described conditions.

This policy shall act to safeguard the legal rights of residents and their families. Grievance rules of D.H.H.S. and Pineview Homes will be followed.

Should a parent have a grievance against Pineview Homes he/she should make contact with his/her son's respective caseworker. This may be done by phone (231-734-2045), by fax (231-734-2282), by letter (8444 Oak Road, Evart, Michigan 49631) or by e-mail (pineviewh@hotmail.com).

The case manager will endeavor to solve the grievance and inform the parent of the outcome. If unsatisfied with the results, the parent may contact the casework supervisor, to continue the grievance. He/she will contact the parent to inform her/him of his findings and solution to the grievance. If still not satisfied, the parent may contact the director.

If the grievance cannot be solved internally at Pineview Homes, contact should then be made with the resident's respective county or D.H.H.S. worker for further action.

Should a resident have a grievance, he may fill out a grievance form and give it to the direct care supervisor, who in turn will set up a meeting with the youth (and the staff if desired or necessary) involved in the grievance. If a solution can not be worked out, the form will go up the chain of command (respective case manager, case manager supervisor, assistant director, director) until the grievance is resolved.

If the grievance cannot be solved internally at Pineview Homes, contact should then be made with the resident's respective county or D.H.H.S. worker for further action.

Time frames for discussions may vary depending on if the incident took place on a week day or weekend, availability of staff involved, etc. Efforts will be made to ensure a quick resolution. An initial investigation should begin within 24 hours if circumstances permit. Most resolutions should take no longer than 48-72 hours.