

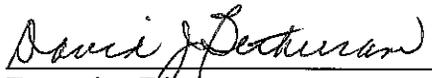
**CATHOLIC CHARITIES
AGENCY POLICIES AND PROCEDURES**

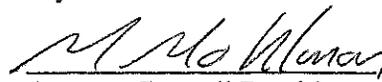
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| Policy Name: | Non-Personnel Grievance Rights |
| Domain: | Client Rights 8.4 |
| Policy Location: | www.archindy.org/intranet/shared/cci/index.html |
| Effective Date: | 1982 |
| Dates of Review/Revision: | 04/02; 05/08, 5/11; 11/14;2/15; 2/18, 10/20, 5/24, 8/24 |
| References: | Non-Personnel Rights Form; Non-Personnel Grievance Form, Archdiocesan Misconduct Hotline |

POLICY: Catholic Charities applicants, clients, and stakeholders shall have the opportunity to lodge complaints without interference or retaliation regarding any decision(s) or services which they find unsatisfactory including denial of service. The formal grievance must be submitted within 90 days of the occurrence of their concern and/or of an alleged misconduct situation. The following procedures shall be followed.

PROCEDURES:

1. If an applicant (those denied service), client, or stakeholder (such as a volunteer, donor, or vendor) has been unable to resolve a complaint and feels they would like to file a formal grievance, Catholic Charities provides the client with a Non-Personnel Grievance Form and a copy of the client grievance procedure.
2. If the grievance is related to misconduct with children, Code of Conduct violations, and or/misuse of church funds and property, then the individual will be directed to file a report with the Victim's Coordinator for the Archdiocese.
3. If the client, applicant, or stakeholder is filing a grievance with Catholic Charities, then they will be requested to provide Catholic Charities a signed statement describing the nature of the grievance.
4. An appointment is scheduled for the client, applicant, or stakeholder with the Service Line Director or a designee if a conflict of interest would exist or the grievance is against the Service Line Director.
5. Following this meeting, the Service Line Director or designee prepares a recommended grievance solution regarding the complaint(s) and asks the client, applicant, or stakeholder to sign the form and say whether they agree or disagree with the recommended solution. A copy of the written decision is attached to the original Non-Personnel Grievance Form.
6. If the client wishes to appeal the recommended solution made by the Service Line Director or designee, the client, applicant, or stakeholder is then referred to the Executive Director of Catholic Charities. Final decision regarding any complaint is made by the Executive Director within 30 days of consulting with the client, Service Line Director, and involved personnel member(s). If the grievance is against the Executive Director, then a designee would be appointed by the Agency Council President.
7. The client, applicant, or stakeholder will be asked to sign whether they agree or disagree with the recommended solution made by the Executive Director. This is the final step in the process and the decision of the Executive Director is considered final.
8. The Service Commission of the Catholic Charities Agency Council, **CC Steering Committees**, and PQI Council will review all grievances quarterly.


Executive Director


Agency Council President