

## How to File a Grievance

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1. If you have a grievance about your services, you may present your concern to the staff member working with you. If you are unable to resolve the situation, you may request a grievance form to send to the Program's Supervisor. The staff member will help you to fill it out.
2. When the supervisor receives the form, they will have 5 days to respond to your complaint.
3. If you still feel your grievance has not been resolved you may present your concern, in writing, to the Director of Programs who will have 5 days to respond to your grievance.
4. If you still feel your grievance has not been resolved you may present your concern, in writing, to the Recipient Rights Officer who will have 5 days to respond to your grievance.
5. If you still are dissatisfied, you may present your grievance, in writing, to the Executive Director who will have 5 days to respond.

## Questions?

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If you want more information about your rights and responsibilities, please contact us.

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Executive Director

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## Client Rights And Responsibilities

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**Harbor House Adult Day Services**

**Autumn House Adult Day Services**

**West Michigan Guardianship**

**Cora Lamping Center**

**Shoremark Homecare Services**



**The Avenue**  
FAMILY NETWORK, INC.

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## Your Responsibilities

- Provide accurate information about yourself and up-date the staff on changes in your address & phone number so we may reach you and maintain an accurate record.
- Follow through with service plans and arrangements that you have agreed to. If a mutual agreement on service goals and methods cannot be reached, you or we may terminate services.
- Keep appointment times agreed to. If unclear, call and confirm. If unable, give as much advance notice as possible.
- Treat other clients and staff with dignity and respect.
- The Avenue Family Network, Inc. (The Avenue) is a weapon free zone. No weapons will be allowed on The Avenue property.
- The Avenue and its divisions are smoke-free buildings. No smoking inside the buildings.
- If paying a fee for service pay within 10 days of receiving your bill. If paying by third party insurance, provide The Avenue with the appropriate billing information.

## Your Rights

- To be treated with dignity and respect in your home or at our center.
- All information that you provide will be kept confidential unless otherwise required by law. You will be given a copy of our privacy policy and HIPAA rules.
- You may review your records in the presence of the agency privacy officer.
- To have an understanding of the services provided and to be involved in setting your service goals.
- The right to refuse services, in whole or in part, and to discontinue at any time that you wish.
- When receiving services, to not be discriminated against on the basis of color, race, ethnicity, religion, gender, age, nationality, marital status, sexual preference or handicapping conditions.
- When dissatisfied, you may use the Client Grievance Procedure and receive staff assistance in doing so.

## Grievance Policy

**Policy:** It is the policy of The Avenue Family Network, Inc. (The Avenue) to provide a means of communication between The Avenue management and clients and to establish principles of administration to insure a prompt, orderly, and fair response to a client's grievance or complaint. Any client who has a complaint about agency services, staff or facilities is first encouraged to discuss the grievance with his/her case manager, counselor or therapist in an attempt to informally resolve the matter.

However, any client who believes his/her rights have been violated is encouraged to follow the steps outlined below. A copy of the filed grievance and resolution shall be maintained in the client's file and a copy maintained by the Recipients Rights Officer.

**Purpose:** The Avenue respects the right of all clients to be heard, informed and involved in decision making in matters affecting them. In keeping with this, all clients of The Avenue services, and in the case of minors, their parents/guardians, have the right to grieve or complain about any The Avenue decisions impacting on their lives.

**Application:** This policy applies to all The Avenue clients.