



SAINT LOUIS COUNSELING

IMPROVING LIVES SINCE 1955

Concern/Grievance Form

If you have a concern or problem:

1. Discuss it verbally with the staff member first.
2. If you are unable to resolve the problem, you may fill out the top portion of this form and give it to the staff member's supervisor.
3. If the supervisor is unable to resolve the problem to your satisfaction, you have the right to contact the Program Manager/Agency Administrator who will make a final decision.
4. If the Program Manager/Agency Administrator is unable to resolve the problem to your satisfaction, we can assist you in contacting the regulatory agency/funder.

You will receive a written response for each step in the process.

Name:

Date:

Contact Phone Number(s):

Staff Member:

Program/Agency:

Please describe your concern:

for internal agency use only

Staff Member Response:

Supervisor Response:

Program Manager/Agency Administrator Feedback:

Return Copy to Quality Director