

Pathways Drop In Center at Pathlight HOME

Grievance Procedure

A member/applicant of Pathways Drop In Center at Pathlight HOME may submit a grievance at any time. The grievance must first be submitted to the Support Staff onsite who will attempt to resolve the issue at that time.

If the Support Staff is unable to resolve the grievance in a timely manner, or if the grievance is against a support staff member, the member/applicant may appeal to the Support Staff Supervisor.

If the Support Staff Supervisor is unable to resolve the grievance within 5 (five) business days, or if the grievance is against the Support Staff Supervisor, the member/applicant may appeal to the President for further action.

The President will investigate the grievance and render a decision on the matter within 15 (fifteen) business days.

Grievance Procedure

1. Talk to the Support Staff about an issue before it becomes a crisis. Listen for feedback and/or suggestions on the issue. If not satisfied proceed to step two.
2. Talk to the Support Staff Supervisor or put concerns in writing to the Support Staff Supervisor. Listen to the Support Staff Supervisor's feedback and/or suggestions on the issue. If not satisfied, continue to step three.
3. Submit the grievance in writing to the Babette Allen, President at Pathways Drop In Center 3200 W. Colonial Drive Orlando, Florida 32808

If you feel the need to communicate a concern and are only willing to do it anonymously, put it in an envelope and address it to the Support Staff Supervisor or the President. Your expectation at that point is only that you have made Pathways Drop In Center at Pathlight HOME aware and your grievance will be taken into consideration. However, an anonymous grievance is rarely taken as seriously as a written statement.

I have read the above Grievance Procedure. I understand that my grievance will be attended to only if I follow the Grievance Procedure.

Print Full Name: _____

Signature: _____ Date: _____