Client Grievance Policy and Procedures Form

If you feel you have been denied services or treated unfairly, please follow these steps:

Step 1:
First, contact the Matrix staff person or program involved in the issue directly to discuss and attempt to resolve the concern. Please remain professional and respectful when addressing your concern. Crude, inappropriate, or threatening language will not be tolerated and may result in your grievance being dismissed.

Step 2:
If unresolved, submit a written complaint by emailing Executive Director Candy Nowling at exec@matrixcoc.org within 30 days of receiving a denial or from the date of the incident. Use the subject line: "First Name Last Name – Complaint." Include details about the complaint, including who or what it concerns. The Executive Director will review your complaint and contact you to discuss your case. A face-to-face meeting will only be scheduled if necessary.

Step 3:
If you wish to appeal the decision of the Executive Director, submit a written request for an appeal to the Executive Committee of the Board by emailing thematrix@matrixcoc.org, and CC exec@matrixcoc.org. Use the subject line: "First Name Last Name – Appeal." Include details about the complaint and the reason you are requesting the appeal. The committee will review the case and may choose to meet with you. Their decision is final.

Note:
Clients will not face retaliation or discrimination for filing a grievance. However, resolving grievances may be required to continue with financial assistance requests.

I have read and agree to the terms of this grievance policy.

Signature

Date

Witness

Date