



**TITLE: CLIENT GRIEVANCE POLICY**  
**POLICY 2.75**  
Rev. September 2017

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PURPOSE AND SCOPE

This policy affirms the right of individuals served by Kokua to register a complaint or a grievance at any time. This policy outlines the procedure that Kokua employees will use to follow up on client complaints.

- A. It is the philosophy of Kokua that all clients have the right to pursue a grievance with Kokua for any reason. All clients may choose to have an advocate of their choice speak for them throughout the grievance procedure.
- B. While it is the intention of Kokua that grievances be resolved at the lowest level possible, we understand that clients may not always feel comfortable discussing their grievance with their staff or Team Leader. Our paramount concern is that grievances against Kokua are addressed in a timely fashion, and in a manner that provides safety and confidentiality to the client. A client should receive staff support to call their DDA case manager if they do not feel comfortable discussing their grievance with Kokua staff.
- C. The client may register a grievance either verbally or in writing with any employee of Kokua, up to and including the Administrator. Kokua will endeavor to respond to non-emergent grievances within 48 hours by interviewing the client and beginning an investigation. A final response should be given in writing to the client outlining the findings related to the grievance and the actions, if any, that were taken in response to the grievance.