

Friendly House, Inc.
2617 NW Savier St.
Portland, OR 97210

Client Grievance Procedures

Step One

Any grievance of a client against Friendly House, Inc. should first go to the Director of that program. The following information should be in writing and made available to the Program Director at the time of the complaint:

1. Client name
2. Address
3. Date of the complaint
4. Nature of the complaint
5. Resolution offered client
6. Client response to offered resolution

If the problem is resolved, the above documentation will be placed in the client's file.

Step Two

If resolution is not achieved, the information and documentation shall go to the Executive Director. The Executive director will contact the client within 10 working days to attempt a resolution.

Step Three

If no resolution can be reached, the client may appeal to a subcommittee of the Friendly House Board of Directors to be convened as needed. The client may have this hearing within 10 working days after the Executive Director has attempted resolution of the complaint.

Step Four

Within 10 working days of the hearing, the decision of the subcommittee of the Board of Directors shall be presented in written form to the client and Friendly House. The subcommittee of the Board of Directors will act as the final authority.

Each step of this process will be documented.