

Reunification Works, LLC
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Client Grievance Reporting Procedure

It is the policy of Reunification Works, LLC to treat all clients with fairness and professionalism and to strive for excellence in providing services to clients. In the event a dispute arises regarding service delivery, outside the scope of our duties as specified in the Court Order, Reunification Works, LLC provides clients or legal guardians with the opportunity to express a grievance related to the quality of services received. If you feel you have been treated unfairly or unprofessionally, the following procedure should be followed. This grievance policy is independent of and subordinate to the Dispute Resolution protocol specified in the Court Order.

This grievance procedure is designed to provide a means to bring a grievance to the attention of Reunifications Works, LLC and to reach a fair and timely resolution. A grievance should be submitted in the following sequence:

1. Any dispute should be discussed verbally and in writing with both the family therapist involved in your case (as assigned) and Michael Alter, LCSW. If an agreement cannot be reached or resolved to your satisfaction, you should complete the grievance form below.
2. Once notified in writing, Reunification Works, LLC will initiate a review of your grievance and provide an acknowledgement of receipt within 7 business days.
3. Reunification Works, LLC will report the outcome of the review to you within one month. If a resolution cannot be made within that time frame, a new date will be provided at the earliest opportunity.
4. If for any reason you are not satisfied with the final outcome, you may contact Michael Alter, LCSW to further discuss the issue in an effort to reach an agreeable outcome.

Grievance Procedure Form

Date: _____

Client Name: _____

Case Name: _____

Client Phone Number: _____

Client Email: _____

Date of Incident: _____

Persons Involved: _____

Description of Incident:

Actions taken by client to resolve the issue:

Signature of person submitting the grievance

Printed name of person submitting the grievance

If grievance is submitted on behalf of your minor child, please print child's name below:
