

Grievance Procedure

If a parent, resident, or employee of MRYH has a grievance the following action may be taken: the person with the grievance must go to the direct care worker to report the grievance. The direct care worker will attempt to resolve the grievance within 48 hours. If the grievance is not resolved to the satisfaction of the party making the grievance, then the party may put in writing the grievance and the attempt that was made to resolve the grievance.

This written form must be submitted to the Grievance Coordinator. The Grievance Coordinator will review the written grievance and will interview the direct care worker and the party making the grievance within 48 hours. The Grievance Coordinator will attempt to make resolution to the grievance. If that party is not satisfied with the attempt, the chief administrator will discuss the grievance thoroughly with all parties within 48 hours and a final decision will be made.

Sexual abuse or sexual harassment can be reported on behalf of residents through written or telephonic means to the director at the following:

Muskegon River Youth Home

PO Box 956

Ewart, MI 49631

Atten: Director

231-734-6254

I have read and understand the Grievance Procedure above.

Signature

Date