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NEWS' Client Grievance Policy

You have the right to be heard:

Napa Emergency Women's Services (NEWS) has described the following client grievance policy in order to support those who are unsatisfied with the services they receive at NEWS.

A grievance is defined as any cause of distress that a client reasonably thinks or feels is unfair, unjust, or inequitable.

In the event of a grievance, the grievance should be submitted in writing so that a record can be kept of the situation.

A grievance should be made within 1 week of the incident and will be addressed by NEWS within 10 business days of receipt.

Clients will not be subjected to coercion, discrimination, reprisal, or unreasonable interruption of services for voicing complaints or recommending changes.

Policy:

1. We encourage clients to deal with conflicts in a respectful manner at all times. If you need help to resolve a conflict, additional NEWS staff is available to facilitate a meeting. If a conflict with a staff member arises that you feel cannot resolve safely by working directly with that staff member, you can speak with the NEWS Program Director. If you are not comfortable or able to speak with the Program Director, you may speak with the Executive Director, if you are not comfortable or able to speak with Executive Director, you may contact the Board of Directors President. All of the necessary contact information can be obtained at the NEWS Administrative Office (707-252-3687).
2. In order to assure privacy, there is also a locked box located near the front door of the NEWS lobby where you can leave suggestions, comments or grievances anonymously.