

**ADVOCATES FOR CHILDREN AND FAMILIES
CLIENT GRIEVANCE PROCEDURE**

- a. Any client who believes that he or she has been adversely affected by an act or omission of an agent of Advocates for Children and Families is encouraged to bring the matter to the attention of the Executive Director in writing within 30 days. The Executive Director will investigate the allegation(s) and issue a report of the results of the investigation within 30 days of the complaint.
- b. ACF will take immediate steps if called for in the report of the investigation to eliminate any adverse effect of its act or omission.
- c. Regardless of the existence of an on-going investigation or the results of a completed investigation, any person who believes he or she has been adversely affected on a lawfully prohibited basis is free to utilize any available legal or regulatory means to address the problem without fear of retaliation.

Received by (Please print Name and Sign and date)

Received by (Please print Name and Sign and date)