

Christ Child House Civil Rights Complaint Process

Christ Child House is committed to providing an environment that respects all individuals regardless of race, color, religion, gender, age, national origin, sexual orientation and/or disability. Christ Child House does not tolerate discrimination against its residents, whether it is intentionally, by neglect, or by the actions or lack of actions based on race, color, religion, gender, age, national origin, sexual orientation and/or disability. Christ Child House encourages its residents and staff members to resolve any problem, concern, disagreement, complaint, and/or grievance through appropriate procedures. If residents or staff have a complaint in regards to services or their rights being violated from Christ Child House food service program, they may file a civil rights complaint.

Civil Rights Complaint Procedure

1. To begin the process, advise any staff person at Christ Child House that you wish to file a civil rights complaint regarding the food service program.
2. Your complaint must be in writing and include the date, time, description and names of individuals involved in the incident or situation being grieved. You may obtain assistance from the Client's Rights Advocate in (with) writing your complaint. You have a right to request assistance from a different advocate and Christ Child House will appoint someone to help you. The staff person that acts as a Client's Rights Advocate helps clients to exercise their rights, investigate grievances, and monitor agency's implementation of the State administrative code regulations concerning client's rights. The Client's Rights Advocate is responsible for explaining any grievance procedure.
3. Your complaint is then submitted to the Client's Rights Advocate who will attempt to resolve the complaint and provide you with a written and oral explanation of the resolution within five working days of your initiation of the complaint. If the Client's Rights Advocate is providing direct services to you in another capacity, or you wish assistance from another advocate, Christ Child House will appoint someone else to assist you. The Client's Rights Advocate will attempt to resolve your complaint. A complaint will

not result in retaliation or barriers to service. Every effort will be made to resolve the complaint at this level; however, if the incident is not resolved at this level you are encouraged to follow the next step.

4. After the complaint is received, the Client's Rights Advocate will document the complaint in the Civil Rights Complaint Log. The original complaint will be forwarded to MDE School Nutrition Programs within three working days.
5. If you are not satisfied with the decision, you may appeal to the agency's Executive Director who will act as impartial decision maker. The appeal must be initiated within five working days after receiving the decision from the Rights Advocate. Within five working days of receiving your appeal, the Executive Director will make a determination, in writing, regarding your complaint and schedule time to meet with you regarding your complaint. The Client's Rights Advocate will be available to assist you in preparing your complaint and in its presentation if you desire to do so.
6. If the determination is not met to your satisfaction, then you may take your complaint to the Michigan Department of Education.
7. Christ Child House will assure that there will be resolution within 30 days of the initial complaint unless an extension is needed and will be done so in writing by the Executive Director.

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