



I-CARE, Inc. Client Complaint Procedure

HOW TO FILE A COMPLAINT

If at any time, a client is not satisfied with the services being provided to her/him by I-CARE, Inc., s/he may make a complaint.

I-CARE, Inc. has procedures for making complaints about the services provided and/or appealing denials of assistance. Please follow the process below regarding the Client Complaint Procedure.

GENERAL

I-CARE, Inc. has established the following client grievance procedure which has been approved by the I-CARE, Inc. Board of Directors. This procedure is designed to ensure that I-CARE, Inc. will be accountable to those persons it is expected to serve.

This client complaint procedure is intended for the use and benefit of applicants for I-CARE, Inc. services and other interested parties dissatisfied with service provision. I-CARE, Inc. intends for this procedure to foster effective communication and to help ensure, to the extent possible, the provision of an effective remedy for resolving complaints.

This procedure will be posted on the agency website, in each Head Start center and at the various agency administrative offices. Clients will also be informed of the complaint procedure in writing upon I-CARE, Inc.'s receipt of an oral or written complaint.

PROCEDURE

LEVEL ONE

1. Within five (5) days, file the initial complaint, either verbally or in writing, to the Program Director of the applicable program.
2. The Program Director will respond to the initial complaint in writing within ten (10) working days of the date of the complaint.

The level one complaint may be filed to the attention of:

Program Director
(list specific program)
I-CARE, Inc.
P. O. Box 7049
Statesville, NC 28687-7049

LEVEL TWO

If the person filing the initial complaint is dissatisfied with the initial response from the Program Director, s/he may appeal to the Executive Director verbally or in writing to review the case for resolution.

After review of the complaint, which may include staff and/or client interview and review of any relevant documentation, the Executive Director will render a decision within ten (10) working days of the date of the level two complaint.

The level two complaint may be filed to the attention of:

**Bryan Duncan, Executive Director
I-CARE, Inc.
P. O. Box 7049
Statesville, NC 28687-7049**

LEVEL THREE

If a client disagrees with the responses at level one and level two, s/he may then file a final complaint to the I-CARE, Inc. Board of Directors. S/he may do so by sending a letter of complaint postmarked no later than five (5) working days after the date of the level two complaint response.

The level three complaint may be filed to the attention of:

**Board Chair
I-CARE, Inc.
P. O. Box 7049
Statesville, NC 28687-7049**

The client complaint will be reviewed by the I-CARE, Inc. Board of Directors (or designated Board committee of at least three people) and within five (5) working days of the date of the level three complaint, a final decision will be mailed to the client. Such decisions shall be final and conclusive to all parties. A copy of the final decision will be maintained in program files.

Failure of the aggrieved party to comply with any of the requirements and timelines listed above at any level will constitute resolution of the grievance.