

Grievance Procedure Sample (From OCJP Manual)

<https://www.tn.gov/finance/office-of-criminal-justice-programs/ocjp/ocjp-grants-manual/achievement-of-operational-status.html>

The [AGENCY] is a broad based regional organization providing a full complement of quality services to empower individuals and families to improve their quality of life through a dedicated caring staff. It is a non-profit 501(3)(c) entity and has a variety of grant funding programs to provide services with a variety of private and public funded sources. The public funding includes, but is not limited to, the TN Office of Criminal Justice (FVPSA) and [CITY]. Their grievance procedures are as follows:

If, for any reason you have a problem concerning the services you have received, you may follow

the procedure listed below to state your grievance.

1. In writing, state your grievance for the [AGENCY] Director. He/she will respond to your complaint within 24 hours.
2. If his/her response does not meet your satisfaction, please submit your grievance in writing to the [AGENCY] Executive Director. He/she will answer your grievance in writing within 24 hours of receiving notification of your complaint.
3. If this response does not satisfy your complaint, you have the final recourse to submit to the [AGENCY] Board of Directors, [ADDRESS], a copy of your complaint. The [AGENCY] Board of Directors will act according to its procedures for grievance within 24 hours.