

Client Grievance and Resolution of Dispute

When a client has a complaint or problem related to using Taralye services on matters that directly affect them on grounds of unfair and unreasonable decisions or actions, the client has the right to the opportunity of a hearing according to the principles of merit, equity and fair treatment.

Accordingly,

1. Disputes and grievances should be resolved quickly and fairly through negotiation, investigations and discussion between the parties involved.
2. No client will be treated unfairly as a result of lodging a grievance or dispute.
3. Disputes and grievances will be treated in a confidential manner with parties engaged on a need-to-know basis.
4. Before using the formal grievance procedure, it is expected that a client will attempt to resolve their grievance informally with Taralye.
5. In the event that a dispute or grievance reflects on the standard of a staff member's professional performance this matter will be dealt with through the standard processes of performance management and appraisal. This should be done so in a timely manner.

IMPLEMENTATION PROCESS

1. In the first instance the aggrieved client should make all reasonable attempts to resolve the grievance informally with Taralye. Reasons for the grievance should be investigated and both parties should have input into the problem solving process.
2. If the client still feels aggrieved, then the person may lodge a grievance on a Formal Grievance/Dispute Notification form with the relevant Program Manager, who will determine if the grievance falls within the scope and jurisdiction of the grievance process. To enable a quick and fair resolution, the form should be lodged within two working days.
3. If the matter cannot be resolved with the relevant Program Manager, the Formal Grievance/Dispute Notification form is further completed and referred to the Chief Executive Officer within five working days.
4. If the grievance cannot be resolved, the matter can then be raised with the Taralye Board Chairman.
5. If the grievance still remains unresolved following referral to Taralye Board Chairman, either party may refer the matter to a relevant external third party for decision.
6. Until the grievance is determined, access to service shall continue normally in accordance with the practice existing before the grievance arose, while discussions take place.
7. No party shall be prejudiced as to the final settlement by the continuance of access to service.

FORMAL GRIEVANCE / DISPUTE NOTIFICATION

Name:	Signature:
Date:	Date on which grievance/dispute arose:
<u>Describe your grievance or dispute</u>	
<u>Explain the ways you have tried to resolve your grievance or dispute</u>	
Signature:	Date:
<u>Program Manager to explain how the grievance or dispute was unresolved at Program Manager level</u>	
Signature:	Date:
<u>Chief Executive Officer to explain how the grievance was unresolved at that level</u>	
Signature:	Date:
<u>Date grievance referred to external party</u>	