



Client Grievance Policy and Procedure

Urban Triage's policy is to provide services to children and families without discrimination based on race, color, national origin, age, gender, religion, disability, political affiliation belief, or any other unlawful category.

As a client of Urban Triage, you have the right to file a grievance if you feel you have been treated unfairly in any way.

What is a Grievance? A grievance is a formal expression of concern about any particular issue thought to be unjust, unfair, or abusive. Filing a grievance means writing anything you have experienced that you believe was harmful or unfair. You have the right to file a grievance at any time without fear of retaliation. Urban Triage is committed to providing services to you while a resolution is in process.

When a concern arises, discuss any concerns with the staff working with your family. If a mutually agreed-upon decision is not met through this discussion, you should contact the appropriate supervisor. The supervisor will schedule a meeting with you within ten working days to discuss the unresolved concern by phone or zoom. Due to COVID-19 in-person meetings are limited. Hopefully, you and the supervisor can reach a mutually agreed-upon resolution through this process.

You will suffer no repercussions in program delivery due to filing a grievance. All grievances will be addressed in a confidential manner.

If you have a grievance or recommendation, you should first discuss it with the staff person you are working with. If this is not successful, or you feel this is not an option, you should proceed with the following steps:

1. A written statement should be prepared (including the date and time of the grievance). Please request a Grievance Reporting Form from Urban Triage if needed. Please email the form or written grievance to info@urbantriage.org
2. Submit the grievance info@urbantriage.org within ten working days. If your grievance is with Urban Triage or the CEO, your form or written grievance should be sent to the Board of Directors of Urban Triage, 147 S. Butler St Madison, WI 53704. If it's with staff, an appointment will be scheduled to meet with the staff or program director, or the Chief Operating Officer.
3. If a resolution has not occurred in 10 working days, your grievance will be referred to the CEO, and an appointment will be scheduled with you. Suppose the problem is not resolved at this level within ten working days. In that case, a team comprised of the CEO and Vice President of the Board of Directors will listen to the incident's information and mediate the grievance.
4. If the determination of the mediation team is still not satisfactory to you, please contact [the City of Madison Civil Rights Department](#) and file a complaint with them.