

Grievance Procedure

We are dedicated to providing quality services. While receiving Turning Point services you have specific rights and responsibilities outlined below. We believe that as someone who is receiving services you should know how to file a grievance if you believe any of your rights have been violated.

Your Rights:

- To receive considerate and respectful treatment by qualified staff, interns, and volunteers in an environment free from harassment.
- To be aware of what services we offer and to participate in the planning of your services.
- To refuse services and request a referral to another agency or staff.
- To receive confidential services; knowing the limitations of confidentiality. Michigan law requires disclosure if abuse or neglect of a child or vulnerable adult is suspected, to protect you or another from imminent risk of harm, or if you disclose intention to commit a crime.
- To view your record and to request corrections.
- To know if you or information about you will be used in any research.
- To have your complaints and grievances looked into.
- To know the program guidelines prior to consenting to services.
- To be familiar with where to put your personal belongings while receiving services.
- To not experience abuse, neglect, judgement, or discrimination by any staff, intern, or volunteer.

Your Responsibilities:

- To provide accurate information about yourself.
- To be considerate of the rights of others who are receiving services, staff, interns, and volunteers.
- To adhere to all program guidelines.

Filing a Grievance

If you believe your rights have been violated by a Turning Point staff, intern, or volunteer please follow the below steps to file a grievance.

1. Complete a *Grievance Form*
2. The *Grievance Form* may be submitted using the mailing address below or through Turning Point inter-departmental mail by putting it in a sealed envelope and giving it to any Turning Point staff marked "Deputy Director Confidential."
3. Upon receipt the Deputy Director will review and respond to your grievance within 3 to 5 business days.
4. The Deputy Director will report all received grievances to the CEO.
5. Civil Rights grievances will be report to the Division of Victim Services (DVS).

Turning Point - Deputy Director – Confidential
PO Box 1123
Mount Clemens, MI 48046

If you have experienced a civil rights violation a civil rights grievance can also be filed directly with the Michigan Department of Health and Human Services.

Civil Rights Compliant Coordinator
Equal Employment Opportunity Officer
Michigan Department of Health and Human Services
235 South Grand Avenue, Suite 708
P.O. Box 30037
Lansing, MI 48909
Phone: (517) 335-4722