



PO 205.6: Client Grievance Process

PR 205.6.

Clients (and their representatives) deserve to be treated with courtesy and respect. They have the right to file a complaint if they think they were not treated fairly.

a. Filing a Grievance

To receive a grievance hearing, a client or their representative must file a written complaint within 60 days from the date the client says they were mistreated.

The grievance may be filed in any GA office in the State, even if it is filed against a staff person not working in that office.

b. Accepting the Grievance

When a client files a grievance in one office against a staff person (or other agency personnel) in another office, the worksite manager accepts the grievance and notifies the appropriate mediator in the other office within 48 hours.

c. Mediator

When a client files a grievance, a mediator handles the grievance. The mediator is a selected employee who registers, reviews, and decides the merits of a client grievance. They also decide if disciplinary action is needed. For a GA office, the mediator is:

- the GA Supervisor, or
- a management staff person designated by the GA Supervisor.

d. Mediator Actions

When a formal review of the grievance indicates no finding of merit, the mediator takes the grievance and notifies the client in writing within 10 workdays. The client has the right to appeal this finding.

When a formal review indicates a finding of merit, the mediator registers the grievance and sends a copy to the employee against whom the grievance was made. Within 10 calendar days of the receipt of the grievance, the mediator arranges an informal conference between the:

- grievant and/or their representative, if there is one;
- employee against whom the grievance was made and their representative, if the employee designates one; and
- the mediator.

The informal conference is not a structured process, but a conference controlled by the mediator to obtain information in order to determine the facts about the issue.

Within 15 calendar days after the conference, the mediator advises the client in writing of the finding and any action being taken on the client's behalf. The mediator does not inform the client about any disciplinary action taken against the employee.

e. No Retaliation

Employees are prohibited from retaliating against a client who files a grievance.

