



C.O.P.E. Family Support Center

3000 Citrus Circle Suite 220 Walnut Creek, CA 94598 (925) 689-5811

Client Grievance Procedure

Filing Complaints

Clients can submit complaints to C.O.P.E. as follows: in-person/on phone - asking to speak to a Manager, by completing the Complaint Form on the website, email, fax and/or regular mail.

Acknowledging Complaints

In-person/phone complaints: An available Manager will record the nature of the complaint, complainant's name and contact details AND/OR ask complainant to document the complaint in their own words. If a Manager is not available, any Employee can process the complaint in the manner previously outlined. If the complainant prefers to speak with a Manager, the Employee will obtain complainant's contact details and a Manager will contact them within 24 hours. The Manager/Employee will advise complainant the agency requires 24 – 48 hours for review and next steps.

Email, fax, regular mail: The Program Manager will respond directly to complainant acknowledging receipt of complaint and advise the agency requires 24 – 48 hours for review and next steps.

Addressing/Resolving Complaints

C.O.P.E. Family Support Center will maintain effective and transparent procedures for the prompt handling of complaints or grievances. While we attempt to resolve complaints within 48 hours after initial review, those of a more challenging nature will be resolved within three (3) weeks, no longer than 30 days.

All complaints will be reviewed, investigated and resolved by the Program Manager, Program Director and/or any other Managing Director as needed. Depending on the nature of the complaint, we will seek external professional counsel (legal or otherwise) deemed necessary.

Documentation of the investigative process and results will be maintained for a period of five years in C.O.P.E.'s records.