

## **Reporting a Grievance**

A grievance is a complaint or dispute between two parties that has not been resolved. A grievance can be filed against an agency by a client, a family member or caretaker, a group of individuals, or another agency.

All agencies providing Ryan White HIV/AIDS Program (RWHAP) services funded through Alameda County Public Health Department Office of HIV Care should have a grievance policy and procedure for all clients to review and sign during the initial eligibility process. The agency's grievance policy should also be prominently displayed at the site, be written in the appropriate language(s), and include the following information:

- Who to contact
- How to document the issue
- When to expect a response
- What are the next steps if a resolution is not reached

## **Options for Dispute Prevention**

Each funded agency providing RWHAP services should offer ways for clients to express comments or concerns about the services they receive. Agencies should encourage clients to provide feedback, and all feedback should be reviewed. Any changes in the system as a result of client feedback should be made public for all clients to see. The following are ways to collect client feedback to help improve their RWHAP services.

- Suggestion boxes
- Client satisfaction surveys
- Focus groups
- Open forums, town hall meetings, consumer advisory boards
- Hotlines
- Patient advocate services

Clients have the option to exercise anonymity and bring concerns or complaints directly to the Office of HIV Care. An agency may also file a grievance against a client if the client has violated agency rules. In cases where the agency is no longer able to serve the client, the agency is required to connect the client with another Ryan White service provider that may be better suited for the client's care and treatment.

**Contact the Office of HIV Care for further information at 510-268-7630.**