



Client Grievance Policy and Procedure

If you disagree with a Bridges Oregon action or decision, you have 30 workdays after the decision to file a written grievance that explains why you believe our action or decision was wrong. If you believe that Bridges Oregon has broken a legal duty, you may file a grievance no matter how much time has passed.

Bridges Oregon accept grievance in one of several options as following:

1. Filling out a Bridges Oregon Grievance Form
2. Writing a letter or send a private ASL video link
3. Writing an email to info@bridgesoregon.org
4. Ask a Bridges Oregon staff or someone else whom you trust to help you write your grievance.

If you are a client with VOCA Advocacy Service, you may also file a complaint directly with the Oregon Department of Justice (ODOJ). If you are a customer with Communication Facilitator Service, you may also file a complaint directly with the Oregon Public Utility Commission (PUC). Please contact Bridges Oregon to learn how you can file a complaint directly with ODOJ or PUC.

HOW TO FILE A GRIEVANCE AND REQUEST A HEARING

It is our hope to resolve any complaint promptly and confidentially at the supervisor level. If you are dissatisfied with the plan to resolve your complaint, you may request an appeal hearing with an appeal committee of the board of directors.

If you want a hearing, you must submit your written request within ten days from the date of the denial of services. Hearing forms are included with this document and/or may be obtained from our website.

STANDARD HEARING PROCEDURE

Upon receiving the written request for a hearing, the Executive Director or the Appointed Designee will notify the claimant within five business days of the action taken. If a hearing is scheduled, it will be within ten days of the original complaint.

The hearing will be informal.

The Executive Director or the Appointed Designee has discretion as to how the evidence is submitted and in which order testimony is taken.



The claimant has the specific right to:

- A representative at the hearing;
- Present notarized written and oral statements and other evidence;
- Bring witnesses and cross-examine;
- Bring an interpreter to the hearing or have one provided.

The Executive Director or the Appointed Designee will issue a decision within **ten working days** from the date of the hearing. The decision will state the issue, the findings of fact, and a conclusion as is supported by the facts. The decision will be mailed to the claimant by certified mail.

If the claimant is dissatisfied by the decision, or the complaint is against the Executive Director, the claimant has the right to have the decision appealed to the Executive Committee of Bridges Oregon's Board of Directors:

Board President
1115 Madison St NE, #1069
Salem, OR 97301

This must be done within ten days after the date the decision by the Executive Director was received.

The Executive Committee will schedule a hearing **within ten working days** after the receipt of the hearing request.

The hearing will be held DE NOVO; that is, the Executive Director will hear the issue without consideration of the previous decision. They will determine the order in which testimony and documents are submitted. All documents will be given to the Executive Director for consideration. The hearing will be tape-recorded by using the Zoom platform to provide a record of the proceedings.

The Executive Committee will render a written decision **within ten working days** that include the issue, the finding of facts, and a conclusion. This decision will be final. The Executive Committee may affirm the Executive Director's or the Appointed Designee's decision without comment. The decision will be mailed to the claimant by certified mail.

If the claimant is dissatisfied with the decision of the Board of Director's Executive Committee, the claimant may appeal to the ODOJ or PUC.

The complete record that includes all documentary evidence, as well as recorded testimony, will then be forwarded directly to ODHS within five working days of a request by ODOJ or PUC.



CLIENT GRIEVANCE FORM

Client Name: _____ Date: _____ Phone: _____

Name of person with complaint (if other than client): _____

Relationship to client: _____ Staff member(s) involved: _____

Have you shared your complaint with this staff person? Yes No

Please explain your complaint in detail. Provide dates and circumstances. Add pages if necessary.

Does the nature of your complaint involve harm or risk of harm to yourself or others? Yes No

If Yes, please explain: _____

What do you think needs to happen to resolve your complaint?

Client's Signature (or Client Representative):

Administrative Purposes:	
Received by:	Date:
Sent to:	Date:



RESPONSE TO COMPLAINT

LEVEL ONE

To be completed by Bridges Oregon employee

Client Name: _____ Date of Complaint: _____

Contacts made in relation to the complaint: _____ Date: _____
Date: _____

Action was taken (include dates and signatures):

Resolved Referred to Level Two (appeal of hearing with Board of Directors)

Reviewed By: _____ Date: _____
Name/Title: _____

cc: Client or Client Representative
Complaint Log
Executive Director

Attach this form to a written complaint



Response to Appeal of Complaint Action

LEVEL TWO

to be completed by Chair of Board of Directors

Client Name: _____

Date of Meeting: _____ Date of Original Complaint: _____

Committee Members Present:

Name: _____ Role: _____

Name: _____ Role: _____

Name: _____ Role: _____

Others Present at Meeting:

Name: _____ Relationship to Client: _____

Name: _____ Relationship to Client: _____

Name: _____ Relationship to Client: _____

Summary of Appeal and Objections to Level One Complaint Action:

Summary of Level Two Action Plan:

Resolved

Chair of Board of Directors: _____

Date: _____

cc: Client or Client Representative
Complaint Log