

## **CLIENT GRIEVANCE PROCEDURE**

This is the agency Bill of Rights.

We provide services within the limits of individual program operating procedures. We acknowledge that we cannot provide services to everyone. All clients of Interim Community Development Association may expect that:

- 1) You will be treated with dignity and respect by all the workers.
- 2) We are committed to providing services regardless of race, gender, national origin, sexual orientation, political beliefs, immigration status, physical/mental capabilities, religion, or status as veterans, within the limits of our abilities.
- 3) We encourage you to resolve any problems you may have with the individual staff or volunteer themselves. You do have the option of speaking or writing to that person's supervisor if you are unable to resolve the problem with the individual staff or volunteer.
- 4) You can report concerns or problems without fear of services being denied or reduced as a result of your complaint, or, any fear of mistreatment.

**If you feel that you have not been treated fairly or have a particular concern regarding services, you should notify the Executive Director listed below. A copy of the agency policies regarding client grievances is available on request.**

Name: Pradeepta Upadhyay  
Title: Executive Director  
Phone: (206) 623-5132  
FAX: (206) 623-3479