

I. Client Grievances and Feedback

1. Client Grievances:

- a. SAFE Clients have the right to lodge a grievance or complaint with SAFE with respect to: services provided or not provided; SAFE employees; infringement of rights described in section D: Clients' Rights and Responsibilities; or other complaints that relate to SAFE.
- b. Clients have the right to have such grievances considered in a fair, timely and impartial grievance procedure.
- c. SAFE will not retaliate against clients for filing a complaint.
- d. If a client believes their privacy rights have been violated by SAFE, a grievance against SAFE should be filed with the Oregon Department of Justice, Crime Victims Services Division.
- e. If a client believes their civil rights have been violated by SAFE, a complaint should be filed with the Office of Civil Rights of the Office of Justice Programs of the US Department of Justice.
- f. All complaints should also be filed with SAFE's Executive Director.

2. Client Feedback

- a. Client Feedback Forms are designed to collect qualitative information about SAFE's services and drive program development and enhancement. Advocates are responsible for providing all SAFE clients with the opportunity to provide feedback. Completed Feedback Forms should be turned in monthly to the Executive Director.
- b. The Client Feedback Forms ask clients to rank their experience working with SAFE in the following categories:
 - i. The services provided by this agency helped me make more informed choices about my situation.
 - ii. After working with this agency, I have new ideas about ways to stay safe.
 - iii. After working with this agency, I know about the resources that may be available, including how to access them.
- c. Client Feedback is reported quarterly to the Oregon Department of Justice Crime Victims Services Division and is reviewed by Board and SAFE staff.