

## **2-340 Grievance Process/Termination Appeal**

It is an honor and privilege for the Society of St. Vincent de Paul to serve our guests. It is our goal to make all decisions in a fair and just manner. This grievance/appeal process should be used only for serious matters where all other reasonable efforts have failed. This process is for those who believe they have been discriminated against, treated unfairly or in an unreasonable way.

Staff are responsible for giving guests a copy of the grievance procedure, between 8:00 – 4:00 PM. Staff are responsible for informing guests of how to follow the grievance procedure.

1. If at all possible, staff and guest should try to work out the issue.
2. If the problem cannot be resolved with the involved staff person, a shelter guest may request a meeting with the following persons at 1623 Convention or 225-383-7343:
  - a. Day Shelter/Program Case Manager, for Sweet Dreams Shelter for women and children;
  - b. Day Shelter/Program Life Skills Counselor, for Women and Children Day Shelter/Program;
  - c. Myriam's House Transitional Apartments Case Manager, for Myriam's House Transitional Apartments;
  - d. Myriam's House Permanent Housing Case Manager, SHP Myriam's House Permanent Housing;
  - e. Day Shelter/Program Assessment Counselor for Bishop Ott Men's Shelters for men;
  - f. Case manager for rental assistance programs.
3. If the problem cannot be resolved, contact the supervisor of the involved program. Currently, the Director of St. Vincent de Paul Shelter/Residential Services is contacted for all residential programs and the Social Work Team Lead is contacted for Day and rental assistance programs. These person is located at 1623 Convention or can be reached at 225-383-7343.
4. If the guest and supervisor of the program cannot resolve the problem, or if the problem is with the Shelter/Residential Services Director or Social Work Team Lead, then the guest may request a formal hearing.
5. A formal grievance/appeal hearing will be convened as soon as possible and at least within seven working days. The hearing will be chaired by a St. Vincent de Paul Program Director or Social Work Team Lead who has not been involved in this grievance process. The guest will be allowed to call witnesses and testimony will be taken. The Shelter/Residential Services Director or Social Work Team Lead will be responsible for presenting the information from the St. Vincent de Paul perspective and calling witnesses in support of that position. St. Vincent de Paul will require its staff to be present as requested by the guest making the grievance/appeal.
6. If the guest is dissatisfied with the final judgment, the guest may appeal by writing to: President/Chief Executive Officer, Society of St. Vincent de Paul, P.O. Box 127, Baton Rouge, LA 70821. This person may or may not decide it is necessary to meet with the guest directly. All rulings on grievances/appeals are final.