Grievance Procedure

If you believe you have been treated unfairly, you may do the following:

1. Speak directly and openly about the problem with the staff member most directly involved in the situation.

If you feel the discussion with the staff member has not resolved the issues or that the nature of the problem makes it inappropriate to openly confront the person involved, then you may:

2. Report to Youth Heartline’s Executive Director. This should be done within 10 business days of the grievance or the last attempt made to resolve it. We will attempt to respond to your grievance within two weeks.

If you are still not satisfied with the outcome, please ask to speak to the Youth Heartline Board of Directors. The response time on the Board decisions is a minimum of three weeks.