

## APPENDIX B: DREAMCATCHER YOUTH SERVICES

### CLIENT GRIEVANCE POLICY

#### WHAT TO DO IF YOU HAVE A GRIEVANCE

If you have a complaint about the performance of DreamCatcher Youth Services staff, and/or you feel you have been treated unfairly, the following are the steps you should take to have your complaint heard:

1. Talk privately to the person with whom you have the problem. We encourage you to try first to work out the problem in an open and informal way.
2. If you do not feel comfortable talking with the person with whom you have the problem, or you do talk with them and are not satisfied with the outcome, you may make an appointment to speak with or submit a written complaint (which may be in your own language) to the DreamCatcher Youth Services Director. If you have good cause to use another medium to communicate your complaint, such as a tape recording, you may do so. The Director shall meet with you or provide you with a written response to your written complaint within ten (10) working days of the meeting or receipt of your written complaint.
3. Or, if you prefer, you may bypass the above steps and immediately contact the funding agency below:

**Alameda county Social Services Agency Administrative Offices  
2000 San Pablo Avenue, 4<sup>th</sup> Floor, Oakland CA 94612**

**ATT: Lori A. Cox, Social Services Agency Director  
(510)-271-9100**

I certify that the information in this document was explained to my satisfaction in my own language and a copy of this form was given to me.

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Client's Name (printed)

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Client's Signature

Date