



Client Services  
7574 Sunset Blvd  
Los Angeles CA  
90046-3413  
tel 800.761.8889  
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angelfood.org

## Client Grievance Policy and Procedures

It is the policy of Project Angel Food that services will be provided to all individuals who are eligible without discrimination on the basis of HIV infection, race, creed, color, age, sex, gender, sexual orientation, religion, ancestry, national origin, physical or mental handicap (including substance abuse), immigrant status, political affiliation or belief.

As a client of Project Angel Food, you have the right to file a grievance if you feel you have been treated unfairly in any way. You will suffer no repercussions in service delivery as a result of filing a grievance. All grievances will be addressed in a confidential manner.

If you have a grievance or recommendation, you should first discuss it with the Client Service staff person you are working with. If this is not successful or if you feel this is not an option, you should proceed with the following steps:

1. A written statement should be prepared (including date and time of the grievance). You may ask for assistance from any Client Services staff. Use the Grievance Reporting form available from Client Services.
2. Submit the grievance to the Client Relations Specialist within 10 working days. An appointment will be scheduled for you to meet with the Client Relations Specialist to resolve your grievance.
3. If a resolution has not occurred within 10 working days, your grievance will be referred to the Client Services Manager. The Client Services Manager will schedule an appointment to meet with you. If the problem is not resolved at this level within 10 working days, the Client Relations Specialist, Client Services Manager and the Director of Programs will listen to the information about the incident and will mediate the grievance.
4. Any grievance that is the result of a dispute over a written service agreement between Client Services and a client will be examined by the Client Relations Specialist, Client Services Manager and the Director of Programs to determine if the service agreement was fair, and if the service agreement was in fact violated by the client. If you desire, the Peer Representative will review the grievance.
5. If the determination of the Client Relations Specialist, Client Services Manager, Program Director and Peer Representative is still not satisfactory to you, it may be requested that the Executive Director review the matter at his/her discretion.

**All written correspondence can be faxed to, mailed to or dropped off at:**

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Los Angeles, CA 90046  
Fax 323 845.1834**

*for Life, for Love, for as long as it takes*