



Grievance Procedure

Thank you for choosing Family Services of NW PA and for trusting us to help you and your family. As noted in the Family Services of NW PA Welcome Letter, we want to do all that we can to help you during your time of need to be able to walk away with tools that you can continue to use after the services have closed.

Meeting your needs, and/or the needs of your family, is very important to us. We want you to be satisfied with your experience and the outcome of the services you receive. However, if, for any reason, you are not pleased with the services you are receiving, we want to know. Your input is extremely important to us and may result in changes to how services are provided.

If you find that you are dissatisfied while you are working with us, we would encourage the following:

1. Speak directly with the staff member you are working with. It is our hope that you will be able to have your concerns addressed to your satisfaction and that services can continue as planned.
2. If you do not feel you can talk with the staff member, or you already did and feel your situation was not resolved and need assistance from someone at a higher level, it is recommended that you contact the staff member's Supervisor.

The Supervisor, who can be reach by calling Family Services of NW PA directly, will listen to your concerns, review the situation within the agency, and work toward resolution for you.

We want you to be satisfied that your concerns are heard and managed. The Family Services of NW PA grievance process provides for assistance from staff members all the way to the CEO, if necessary. We have found that by talking with the staff member or the Supervisor that most concerns can be resolved but, if necessary, we will address your situation at the needed level to help you reach a satisfactory outcome.

Thank you again for choosing Family Services of NW PA and we look forward to working with you and your family.

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory Loop".

Gregory Loop, MA
Family Services of NW PA
President and Chief Executive Officer