

## **FEBRUARY 2009**

### **CLIENT RIGHTS AND GRIEVANCES**

The agency received three informal grievances in February. The first informal grievance was from a client's guardian regarding a client's care at the agency and the agency's appointment and billing practices. All of the issues raised have been previously dealt with and were re-discussed with each staff member and then the client and their guardian. No formal grievance was filed.

The second informal grievance was from a client who felt that they were treated unfairly during a session. The issue was addressed as a personnel issue with the staff member. No formal grievance was filed.

The third informal grievance was from a client who felt that the clinician was distracted during their session. The issue was addressed as a personnel issue with the staff member. No formal grievance was filed.