



Grievance Process

Definition of Grievance: *A grievance exists when a client at any time receiving services within the Community Assistance Network Services, believes that actions taken by staff have or may have had an adverse effect dealing with any incident that has taken place when receiving services.*

The purpose of the grievance process is to (a) allow clients to address both individual and program concerns in a fair, orderly, and timely manner; (b) identify problems and conflicts and resolve them with minimal disruption to the operation of assistance being received; (c) provide clients with a process that allows unresolved issues to be resolved by an unbiased higher authority.

Grievance Process

If a client would like to file a grievance against a CAN employee, they need to complete the Grievance Form which is available and will be given at the time of request and/or can be obtained from the Community Assistance Network website <https://www.canconnects.org/>. If the grievance is toward a staff member, the completed grievance form should be provided to the manager or director of the program.

The completed form can be submitted to the manager or program director in person, via email and it may be faxed or mailed to the Director of Operations who also oversees the Community Choice Pantry at the following address:

Carla Schroyer
Director of Operations
Community Assistance Network, Inc.
7900 E. Baltimore Street
Baltimore, MD 21224
Mobile: 443-525-4779
Office: 410- 285-4674, option 2
Fax, (410) 285-6707
Email: cschroyer@canconnects.org

The grievance should be filed within three business days from when the issue arose. The Director of Operations must investigate the grievance and respond, in writing (a) via notation of the client's file and/or (b) by telephone with the resident within five business days of receiving the complaint.

The client has the right to appeal the decision within three business days to CAN's Executive Director (or his/her designee), who must respond in writing to the appeal within five business days. The written response will be copied and added to the client's file.

If the client is still not satisfied with that decision, he/she may appeal within three business days to CAN's Board President and/or representative from the Baltimore County Office of Planning. The Board President (or his/her designee) will respond to the client in writing within ten business days. All decisions, at this level, are final.

All clients' appeals must be in writing. Failure to appeal in the prescribed time frame, at any step, constitutes decision acceptance by the client. Clients should be assured that the use of this policy is their right as a customer. All staff level decisions will stand until decisions by a higher authority dictates otherwise.