

**Northern Virginia AIDS Ministry (NOVAM)
Client Grievance Procedure**

PURPOSE: To provide an agency client grievance procedure and establish NOVAM's Advocacy Representative.

I. PWA Advocacy Representative

The Advocacy Representative is elected by the NOVAM Board of Directors and provides an objective, caring response to clients. The Advocacy Representative is a member of NOVAM's Board of Directors.

II. Internal Client Grievance Procedure

Step 1. If for any reason a client receiving a NOVAM service(s) feels he/she has not been treated well or fairly or has not received the service expected, that client can address their grievance to the staff person responsible for that area of service. (e.g. problems with transportation will be addressed to the Transportation Program Manager.)

Step 2. Should the client not receive complete satisfaction after addressing the staff person directly, or if they feel uncomfortable addressing that person, the client is encouraged to address the appropriate Department Head (Education or Client Services).

Step 3. Following this course, should no satisfaction be attained with the Department Head, the Executive Director may be addressed.

Step 4. If after addressing the Executive Director, the client feels he/she has not been understood and/or received a satisfactory action to remedy the situation, the client may address their issue with the NOVAM Advocacy Representative and forward a written complaint outlining their concerns to:

Advocacy Representative
Northern Virginia AIDS Ministry
803 W Broad Street, Suite 700
Falls Church, VA 22046
703-533-5505

The client will receive an acknowledgement from the Advocacy Representative within five business days and an attempt at resolution of the grievance within 15 business days from the receipt of the written complaint.

Step 5. If after the client's meeting and discussion with the advocacy representative no solution has been found, the client may then present his/her grievance to the NOVAM Board of Directors.

Step 6. Finally, should a client receiving support services under programs funded by the Ryan White Care Act or Housing Opportunities for People with AIDS receive no satisfaction after presenting the grievance to the NOVAM Board of Directors, the client should address their concern to the administrative agent for the Northern Virginia HIV Consortium.

Step 7. Upon final resolution of the grievance issue, the appropriate NOVAM staff will propose a summary of the issue, ultimate resolution, and the action plan to prevent repeat occurrences.

III. External Procedures

Clients receiving support services under Ryan White Care Act or Housing Opportunities for People with AIDS funded programs with grievances are encouraged to exhaust the internal process first, but may opt to address their grievance at any time with the National Association of People with AIDS (NAPWA) Consumer Advocacy Project. The contact name and number is: Phillip Bailey, 703-724-4126, or clients may call the toll free number at 866-846-9366.

I have read or have had explained to me the policies of the Northern Virginia AIDS Ministry. I acknowledge that I understand these policies and have received a copy of them.

Client and/or Guardian

Witness

Date

Date