

CLIENT GRIEVANCE RESOLUTION PROCESS

Every client is important to us at KAS: Inc. We will take any client grievances seriously and thoroughly investigate any grievances brought to our attention. The first step in this process is to speak directly with the Executive Director. A client may call Lucy Armistead in the office and she will either be available to take your call or return your call as soon as possible. The Executive Director will thoroughly investigate any client's complaint and will respond to the client as soon as possible in an attempt to alleviate the client's concern. If a client's grievance is with the Executive Director or is not resolved by the Executive Director's intervention, the client should submit the grievance in written form addressed to the Board of Directors so that it can be addressed at the next meeting of the Board of Directors. For serious grievances a special meeting of the Board of Directors may be called. A written response to the grievance will be formulated by the Board of Directors and this will be sent to the client within 10 days of the meeting of the Board of Directors. No client who submits a grievance, either verbally or in written form will be subject to any punitive action.