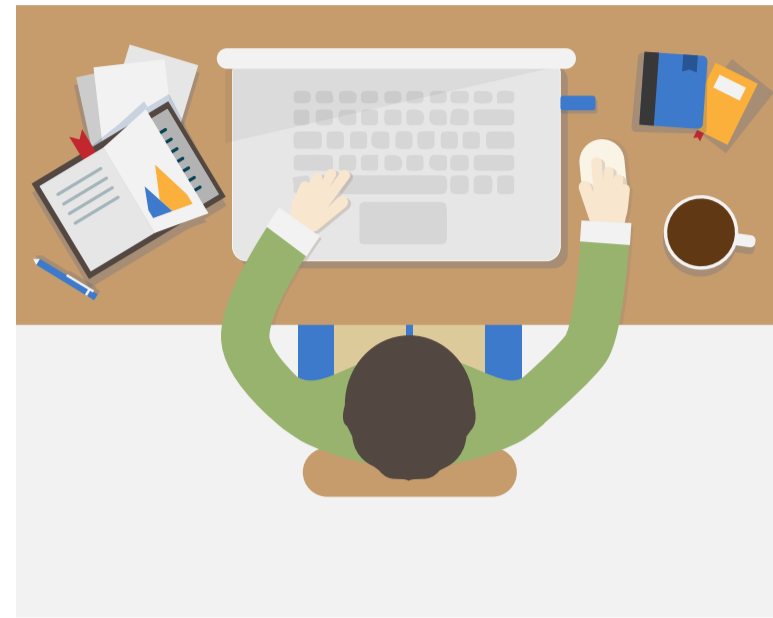


Grievance Process: What happens after a grievance is submitted?



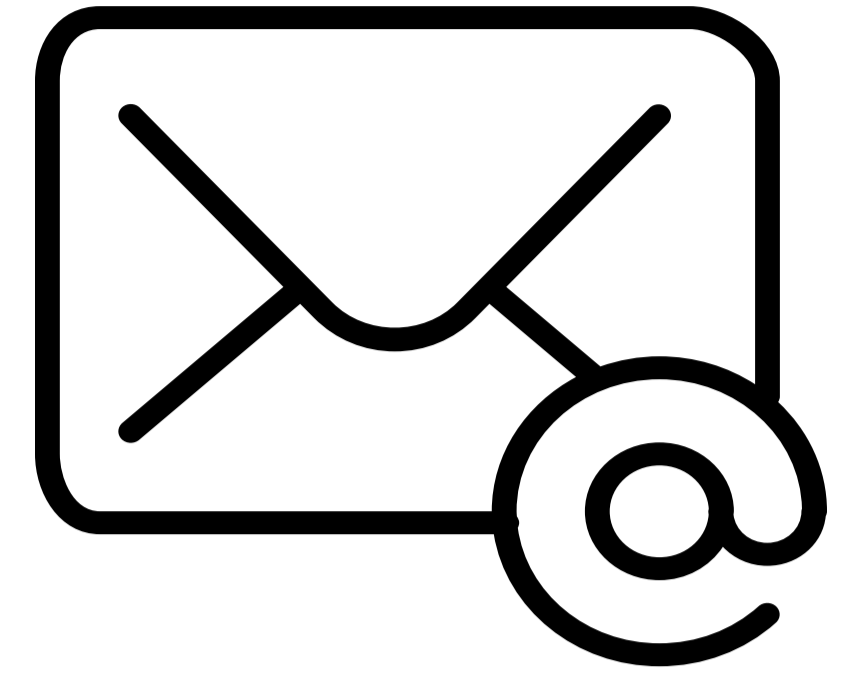
Step 1

Pick up a Grievance Form online or at any Larkin Street Location.



Step 2

Fill out the Grievance Form. Include as much information as you can. Attach other sheets if necessary.



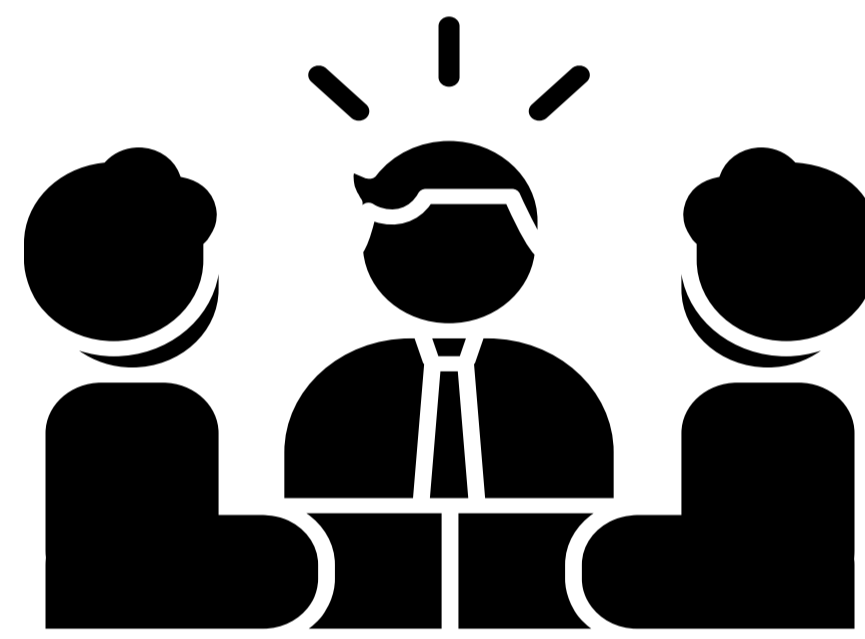
Step 3

Turn in your grievance form by email, postal mail, or place in a grievance lockbox at any Larkin Street location.



Step 4

A Larkin Street staff member will contact you for follow up within 3 business days.



Step 5

Grievance Investigation. Larkin Street Staff will attempt to connect with everyone involved.



Step 6

Grievance Resolution Activity. This could be a conversation, mediation, staff follow up, training, or referrals.



What if I still don't feel my grievance has been resolved?

Final Grievance Review

If a satisfactory resolution has not been found, the Executive Director or the Board of Directors will review for final resolution support.



Grievance Resolution and Wrap Up