



Grievance Procedure for Individuals Receiving Services

You have the right to let your concerns (grievances) about how you are being treated be known.

You have a right to be told the method you can use to let your concerns (grievances) be known. This written notice is a description of how to report grievances and complaints about services you receive from Iris Family Support Center. This written notice will be given to you and/or your legal guardian before you begin receiving services with Iris Family Support Center.

You and/or your legal guardian are not limited to any way in the scope, content or frequency of your grievances.

You and/or your legal guardian may begin the grievance process by telling the person who coordinates your services what your complaint is either via phone, in person, in writing or via email.

General Expectations of Communication of Complaints is as Follows:

Oral Phase: Direct communication with the individual involved and/or their supervisor is expected, and follow-up will be initiated within the department. If the decision made in this phase is not satisfactory, the next phase can begin.

Written Phase: You may elevate your complaint in writing directly to the Program Leader. They will review the complaint and respond to you in writing within ten (10) business days. If the decision made in this phase is not satisfactory, the next phase can begin.

Meeting Phase: If you disagree with what the Program Leader decides, you may take your complaint via phone, in person, in writing or via email to the CEO. The CEO will make the final decision and respond to you and/or your legal guardian in writing within ten (10) business days.

If no resolution can be made, you may contact the Department of Child Services at: **dcs.customerservice@dcs.in.gov**

Staff Contact:	Phone:	Email:
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Supervisor Contact:	Phone:	Email:
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Program Leader Contact:	Phone:	Email:
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CEO Contact: Dee Szyndrowski **Phone:** (260) 421-5000 **Email:** dszyndrowski@irisfamily.org
Address: Iris Family Support Center, 500 West Main Street, Fort Wayne IN 46802