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| Name | Grievance Policy |
| Applicable to | Clients of AHVS |
| Location | |
| Effective Date | |
| Date(s) of Revision | 9/15/2024 |
| Legal/Other References | |

Policy: Affirming Heart Victim Services (AHVS) is committed to ensuring that all individuals and families we serve receive respectful, responsive services in a safe environment. To uphold this commitment, AHVS provides a clear process for clients to voice complaints and resolve any issues they encounter during their service experience.

A grievance is a formal complaint about any aspect of the services, rules, interactions with staff, or the environment in which the services are provided. The following policy outlines the steps clients can take if they feel their concerns have not been addressed satisfactorily.

The Client Grievance Policy will be posted at all AHVS locations and will be made available on the agency's website for easy access.

Protection from Retaliation:

AHVS strictly prohibits any form of criticism, mistreatment, or retaliation against clients who file grievances. Every complaint will be treated with respect and confidentiality.

Procedure:

1. Discuss with a Staff Member:
 - o If a client has a complaint, they are encouraged to first speak with a staff member they feel comfortable with. The staff member will work with the client to try and resolve the issue. The staff member will promptly notify the AHVS Director of the grievance.
2. Escalation to the AHVS Director:
 - o If the staff member is unable to resolve the issue, the client can bring the matter directly to the AHVS Director. The Director will review the grievance and attempt to resolve the matter promptly.
3. Further Escalation to External Leadership:
 - o If the issue remains unresolved after the involvement of the AHVS Director, the client may contact the Director of the New Mexico Children's Alliance (NMCA), Melissa Ewer and/or Executive Director of the New Mexico Coalition of Sexual Assault Programs, Alexandria Taylor,, for further assistance in resolving the dispute.
4. Final Escalation to the Board of Directors:
 - o If the NMCA Director cannot resolve the issue, the client may submit a written grievance to any member of the AHVS Board of Directors. Grievances should be mailed to:
 - o AHVS Board of Directors, PO Box 1441, Carlsbad, NM 88221.
 - o The AHVS Board will review the complaint and make a decision as quickly as possible. The decision of the Board will be final.

Funding Sources

AHVS receives funding from the following sources to support its mission:

- The City of Carlsbad
- The City of Hobbs
- Eddy County
- Lea County
- The Administrative Offices of the District Attorney
- Forensic Interview and Family Advocacy Services Grant
- Child Advocacy Center Grant
- STOP Violence Against Women Act Grant
- Victim of Crime Act Grant
- Victim of Violent Crime Grant
- United Way of Eddy County
- Basic Center Program
- Children, Youth & Families Division
- Emergency Food and Shelter Program
- Youth Homelessness System Improvement Grant
- Crime Victim Reparation Commission
- New Mexico Coalition of Sexual Assault Programs
- CJAGG Grant
- SAS Grant
- SASP Grant
- SVPP
- RHCDF

By following this policy, AHVS ensures that clients' voices are heard, and concerns are addressed in a fair, respectful, and timely manner.