



It is the policy of 3 Roads to treat all clients with fairness and professionalism and to strive for excellence in providing services to clients. 3 Roads policy provides clients and their families or legal guardians with the opportunity to express a problem or grievance related to the quality of services. If you feel you have been treated unfairly, unprofessionally or feel that your rights have been breached, the following procedure should be used.

3 Roads grievance procedure is designed to provide a means for those requesting for 3 Roads' services and clients receiving services to bring a grievance to the attention of 3 Roads and to reach a speedy resolution. 3 Roads has a strict policy prohibiting retaliation in any form against anyone who files a grievance.

A grievance is defined as any situation or condition that a client thinks is unfair, unjust or inequitable. In addition, if a client merely states they want to file a grievance, a grievance should be completed. Under this Client Grievance Procedure, you should submit a grievance in the following sequence:

- If you have a grievance, the concern can be discussed with a 3 Roads staff. If you decide to speak to a 3 Roads staff and an agreement cannot be reached, you should proceed to the next step of this grievance procedure. You can also file a grievance without any discussion and proceed to the next step. Grievance forms can be found at the following:
 1. www.3roadstherapy.com
 2. You can request the form from administration at admin@3roadstherapy.com
 3. Call 240- 355-0178 to request a form from the Clinical Director
 4. If the matter has not been resolved to your satisfaction, you may choose to discuss your concerns with any supervisor by calling 240-355-0178
- Once notified in writing (email to admin), 3 Roads will initiate an investigation within two business days and provide an acknowledgment to you within 7 business days.
- 3 Roads will report the outcome of the complaint investigation to you within 14 business days after the complaint is received. If it has not been possible to gather the necessary information that would lead to a resolution by 14 days, you will be notified and given a new date, up to 30 days, by which a resolution or determination will be made.
- If for any reason you are unsatisfied with the results, you may contact 3 Roads, Chief Executive Officer to further discuss the matter. The CEO will conduct a review of the matter and will respond to you in writing (email) within 10 business days. The CEO's decision and recommendations will be final.



REPORTING AND PROCEDURE FORM

This form is to be completed if you wish to make or file a grievance or complaint. You may also ask someone else who is acting with your knowledge and consent to write or express the grievance. You may file this report anonymously, without your name, however it may make it more difficult for 3 Roads to address the matter.

Date of report: _____

Client's name: _____

Client's address:

Client's telephone number and email address: _____

Reporter's name (if different from client): _____

Where did the event(s) happen? _____

Specific date(s) of the event(s) _____

Time of event(s) if known _____

List the name and nature of all persons involved in the event(s) or incident(s)

- 1.
- 2.
- 3.
- 4.

State the event or incident that prompted this complaint or grievance (Include all relevant details that will help in following up on this issue)

