

PROJECT ANGEL FOOD

AGENCY POLICY

CLIENT GRIEVANCE POLICY

Department: Client Services

Department Manager: Benjamin R. Martin, J.D., Director of Programs and Strategy

Approved by: Director of Programs Robert Boller

Date approved: 7/1/05

Date Effective: 7/1/05

Revision #1: 12/10/2014

Revision #2: 8/24/2021

Purpose:

To fairly, efficiently, and promptly receive and investigate any client grievances regarding Project Angel Food and its services. ("Client" includes "applicant" throughout.)

To effectively and clearly respond to such grievances, including by taking corrective action where warranted.

Background:

Founded in 1989 at the height of the HIV/AIDS epidemic, Project Angel Food welcomes all applicants and does **not** unlawfully discriminate. We do not determine eligibility or renewal or in any way condition services on the basis of sex, gender, race, color, religion, national origin, ancestry, citizenship, pregnancy, age (over 40), marital status, physical or mental disability, sexual orientation, veteran status, or any other legally protected classification.

The basis of our business is the philosophy that "food is love." We have always committed, and continue to commit, to serving all of our clients with compassion, dignity, and respect. Eligibility determinations are made on the basis of whether an individual has a qualifying medical condition. Other factors may also be considered, such as food insecurity, risk of malnutrition, ability to prepare food, and lawful conditions established by funders and partners such as Los Angeles County.

We welcome and actively solicit client feedback as a means and tool of ongoing improvement. Clients of Project Angel Food may submit a grievance if they believe that they have been unlawfully discriminated against or mistreated. Clients will suffer no repercussions in retaliation for filing a grievance. Grievances need not be in writing. All grievances will be investigated promptly, thoroughly, and fairly. To the extent possible, grievances will be processed confidentially, and always respecting and abiding by privacy laws and regulations including HIPAA.

Procedure:

Our grievance policy encourages informal and amicable dispute resolution, escalating levels of review if necessary. If a client has a grievance, we ask that the client first discuss it with the staff person involved. If this does not resolve the concern, or if the client believes that this step is not an option, the client should proceed as follows:

1. The client should submit the grievance to any Client Services staff member, including the Client Services Manager or Associate Director of Client Services & Programs. We encourage the client to submit the grievance within 10 days of the incident to facilitate investigation.
2. The grievance will be reported to a manager not involved in the incident and that manager will promptly and thoroughly investigate the grievance. The manager will report the findings and outcome of the investigation to the client within a week and record notes in the client file. Any Human Resources actions are confidential and need not be specifically reported.
3. If the client is not satisfied with the process in the prior paragraph, the client may ask that the grievance be escalated and/or appealed to the responsible Associate Director or Director. That person will review the matter, investigate further as necessary, and report and note the findings.
4. If the client is not satisfied with the proceedings to this point, the client may request final review by the Executive Director, who may review the matter and make additional or new determinations and actions, in his or her sole discretion.
5. At any time, the client is welcome to call the Los Angeles County Health Department Grievance Line at (800) 260-8787, and Project Angel Food will cooperate fully and gladly with the County to investigate and respond to the grievance.
6. The Project Angel Food application states: “**Complaints:** I can call Client Services at any time with any complaints, which will be reviewed and responded to. I may also call the Los Angeles County Health Department Grievance Line at (800) 260-8787.” (The following paragraph contains Client Services contact information.) This grievance statement appears in the Consent and Agreement section, which is signed and dated by all applicants.

Any written grievances may be faxed, mailed, emailed, or dropped off at:

Project Angel Food
c/o Client Services Manager (or Director of Programs)
Re: Grievance
922 Vine Street
Los Angeles, CA 90038
Fax (323) 845-1811
info@angelfood.org

Approved by CEO: 7/1/05, 12/10/14, 8/24/21