

GRIEVANCE NOTICE

The Board of Directors of Street School, Inc. has adopted a complaint resolution system designed to ensure fair consideration of complaints made by or on behalf of students receiving services from the programs of Street School, Inc. and quick resolution of those complaints.

Who May File A Complaint

Any student receiving services from the program, or any person interested in the welfare of a student receiving services from the program (e.g., relative, foster parent) may file a grievance.

What Complaints Are Considered

The complaint may be about any rules, policy, action, decision, or condition made or permitted by the agency or any agency employee.

When A Grievance May Be Filed

It is important that grievances be filed as soon as possible. Most grievances must be filed within three working days of the action grieved.

How To File A Grievance

Get a student grievance form from the Grievance Coordinator. Write your complaint on the form and include how you would like to have the problem resolved. Sign the form and return it to the Coordinator. You may request assistance from a staff person in getting the form, writing, and filing the grievance. You may also contact the ODMHSAS Consumer Advocate directly as you are not required to contact the Street School GC first. The contact information for the Consumer Advocate is contained in the next paragraph.

Within a short time after your grievance is filed, an attempt will be made with your participation to resolve the problem. You have the right to file grievances, to receive a written response to your complaint and to appeal if you are not satisfied with the response. If any person attempts to deny you these rights, penalize you for filing a grievance, or if you are not satisfied with the appeal, you may contact the Grievance Coordinator at 918-833-9800; the Office of Juvenile Affairs Advocate General, 3812 N Santa Fe, Ste 400, OKC, OK 73118 or call 405-530-2800; the Oklahoma Department of Human Services, PO Box 25325, OKC, OK 73125 or call 405-521-3491; or you may also contact the ODMHSAS Consumer Advocacy Division, Consumer Advocate General at 405-521-4256, toll-free at 866-699-6605, or email advocacydivision@odmhsas.org.

For more information about the Grievance Procedure, contact the Grievance Coordinator: Jana Emerson, 1135 S Yale Ave, Tulsa, OK 74112, 918-833-9800.

I acknowledge that the contents of this notice were explained to me:

Student Signature

Date

Parent Guardian Signature

Date