

**Pennington/Red Lake Victim Services
& Violence Intervention Project**

Complaint Policy / Procedure

Pennington/Red Lake Victim Services has adopted the Complaint Policy / Procedure to ensure there is a fair process for handling complaints that may arise from the work of the program. Any person who has dealing with Pennington/Red Lake Victim Services or Violence Intervention Project's domestic abuse service can make a complaint following the Complaint Procedure outlined below. Complaints can be submitted by clients, advocates, service providers, agencies and any other people who rely on the program for services and support.

Program staff will inform clients of the Complaint Policy / Procedure upon admission to the program. Program staff shall make the Complaint Policy / Procedure available to anyone who has a complaint.

Complaint Procedure

1. Address your issue directly with the staff person within 30 days of identifying the problem.

If you are unable to address your problem directly with staff or it remains unresolved, you may choose to do the following:

1. Address your issue with the program's supervisor within the next 10 business days.
2. Supervisor will investigate complaint and provide a written response within 10 business day of receipt.

If the complaint remains unresolved, you may:

1. Put your complaint in writing within 10 business days of Supervisor's response. Address this to the Pennington County Attorney. Your complaint must include your name, address, and phone number.
2. Write what you think the solution to the problem should be.
3. Submit your complaint to the Pennington County Attorney, P.O. Box 616, Thief River Falls MN 56701.

Written complaints will be reviewed by the Pennington County Attorney within 15 business days of receipt. A final written response will be provided to complainant within the following 15 business days.

The complainant may withdraw their complaint at any time during the process.