

CONSUMER GRIEVANCES

What do I do if I am not satisfied with a Ryan White Title I service provided through a contract within the DC Eligible Metropolitan Area?

1. Try to work it out with the appropriate individual at the organization. This could be the person you see most frequently at the organization – i.e. your case manager or counselor. It could also be the individual directly involved in the situation.
2. If you are not satisfied with the outcome of that interaction or you do not feel comfortable speaking with anyone informally, you may file a formal grievance with the organization.
 - All Title I funded organizations are required to have a grievance procedure. The procedure should be readily available – i.e. distributed to clients at intake or posted conspicuously.
 - If the procedure is not readily available, ask to be given a copy.
3. If you are not satisfied with the of the way that the grievance is resolved, or if you believe that it is not appropriate or advisable to file a grievance with the organization, you may file a grievance with the National Association of People With AIDS (NAPWA).

Key points about the NAPWA grievance procedure:

- It is preferable that you submit your grievance in writing. This provides us with a clear understanding of the issue in your own words. We will send you a written acknowledgement that we have received your grievance within 5 business days of receiving the grievance.
- If you cannot or do not want to submit the grievance in writing, call our grievance officer at 1-866-846-9366. He or she will document the phone conversation and send you a grievance form detailing our understanding of the issue.

- We will ask what steps you have taken to resolve the grievance. We may ask you to pursue this with the organization if you have not done so already.
- NAPWA will conduct an impartial investigation of the grievance. If you ask us not to identify you as the grievant we will honor that request. Note, however, that if we cannot tell the organization who filed the grievance this may limit our ability to fully investigate.
- You will be notified of the final resolution of the grievance within 15 business days of receipt of the grievance.
- If we cannot resolve the grievance within this time frame, we will send you a letter describing the progress we've made, the reason for the delay and, if possible, the anticipated timeframe for final resolution.
- Regardless of the time it takes, you will be informed, in writing, of the outcome of the investigation and our recommended resolution.
- The outcome and our recommended resolution will be reported to the provider and the DC Administration from HIV Policy and Programs.