



Client Grievance Purpose:

SARA House aims to resolve problems and survivor grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

Survivors shall be advised of their right to a grievance procedure by the posting of this policy in all SARA House offices and be provided with a copy of the policy as part of the intake procedure or upon request.

Grievance Policy:

- You have the right to be heard, including if there is a conflict.
- You have the right to provide feedback to SARA House via anonymous surveys regarding your experience in SARA House programs.
- You have the right to grieve dissatisfaction with the care, treatment, or services you receive from SARA House. We will not discriminate, in any way, against any client who participates in a grievance process.
- If you believe that you have been denied services because of race, age, religion, color, national origin, sex, sexual orientation, gender identity, status as a veteran or physical or mental handicap, you may contact the Executive Director at 418 Ensign St., Fort Morgan, CO 80701 or call 970-867-2121 to discuss your concerns.