

Families as Allies Grievance Policy



Families as Allies is an organization run by and for families. Our goal is to work side-by-side with you so that you can get the services and support you want for your child and family. We base **what we do** on **what you tell us**. If there are times when that doesn't go well, we want to know.

These are the steps you can take if you have a complaint or concern about our work with you or your child:

It is helpful if you first talk to the person who is working with you about your concern.

That sometimes clears up misunderstandings and oversights that may have led to the problem. If you do not want to talk to the person working with you, that is fine. That will not be held against you and none of the support you are receiving from us will be affected.

If you do not wish to speak to the person working with you about your concern, or, if you have spoken to that person and the situation is still not resolved, you can contact the supervisor of the person working with you. You can ask the supervisor for either **an informal or formal response**. *An informal response means that you and the supervisor work things out by talking.*

A formal response is in writing. If you would like a formal response, the supervisor will respond to you within 5 working days and describe the steps taken and the outcome of those steps.

If the Supervisor is not able to satisfactorily resolve the situation, you may contact the Executive Director, Joy Hogge, at 601-355-0915 ext. 12 or jhogge@faams.org.

All responses from the Executive Director will be in writing and will be issued within 10 working days of your contact.

If the Executive Director is not able to satisfactorily resolve the situation, you may contact the Board President at 601-355-0915 or boardpresident@faams.org. The Board President will contact you within 3 working days and arrange to get your feedback, possibly in conjunction with other members of the Executive Committee of the Board.

All responses from the Board President will be in writing and will be issued within 30 working days of your contact.

If the Board President is not able to satisfactorily resolve your concerns, you may ask to speak to the full board in person or by phone at the next regularly scheduled Board Meeting, and any member of the Executive Committee can assist you in arranging this. The Board will respond to

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(continued)



you in writing within thirty days of that board meeting. Given there are no other levels of appeal within the organization, this response will be considered Families as Allies' final response to the matter.

If you wish to register a complaint or grievance about Families as Allies with an outside entity:

The services of Families as Allies are certified by the Mississippi Department of Mental Health (DMH). DMH has an independent 24 hour hotline, 1-877-210-8513 for complaints about services it certifies or funds. We encourage you to call that number as well with any concerns you have about our services.

Some of the services of Families as Allies are funded through the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services. That number is 240-276-1310. Other numbers for SAMHSA can be found [here](#).

Families as Allies is registered as a 501 C-3 Charity with the Mississippi Secretary of State.

Contact:

Tanya Webber
Assistant Secretary of State
Charities
Phone: 601-359-1048
Fax: 601-359-1499

