

# Counseling Services of Lancaster

## GRIEVANCE PROCEDURE

It is the policy of CSL to grant the right to clients to present and seek answers to complaints and grievances brought under this statement without fear of restraint, interference, coercion, discrimination or reprisal. The client will be informed of this right during orientation. The procedures for complaints are as follows:

- The complaint will be forwarded by the client to the executive director through either a conference, written complaint or both.
- Within five (5) working days of the complaint, an answer will be returned to the client in writing by the executive director.
- If the answer is, in the opinion of the grieving client, not satisfactory in its results, the client may appeal the complaint in writing to the Chairperson of CSL Board of Directors. This must be done within five (5) working days after receiving the written answer of the executive director.
- The decision of the Board of Directors will be returned to the client within ten (10) working days after the next regularly scheduled Board meeting. The decision of the Board is final.
- The client may request assistance from staff members or other advocates.
- If unable to resolve the complaint, for further assistance the client may contact:

South Carolina Department of Health & Environmental Control  
Division of Health Licensing  
2600 Bull Street, Columbia, SC 29201  
(803) 545-4370