

# Ryan White Part A Grievance Procedure



The grievance procedure for Ryan White Client Care Services is as follows:

If your complaint is related to a problem you encountered while accessing services at one of the participating provider agencies, please bring your complaint/grievance to the attention of the appropriate person at that agency and follow the grievance procedure. Each agency has a grievance form available.

Upon your request you will be provided with:

- An agency grievance form in triplicate
- A pre-addressed and pre-stamped envelope addressed to the agency's executive director
- A pre-addressed and pre-stamped envelope addressed to the Las Vegas Part A Grants Administrator

After receipt of your written complaint/grievance, you will be contacted by the Ryan White Part A Grantee to discuss your concerns.

I have reviewed the above Grievance Procedure and have been offered a copy of the same:

_____	_____
Client's Signature	Date
_____	_____
Parent or Guardian	Date
_____	_____
Ryan White Part A Representative	Date