



COMMUNITY GRIEVANCE POLICY

It is the policy of the Mayo Home for Youth Development (MHYD) to provide an open and equitable way for community members to directly share grievances relative to MHYD programs, services and policies. The MHYD Executive Leadership Team will work to resolve grievances expediently and fairly.

Enforcement of the Code of Ethics

Anyone who believes that a MHYD employee has violated the Code of Ethics may file a grievance against that individual. Complaints of alleged violations of the Code of Ethics must be submitted in writing in accordance with MHYD's Grievance Policy and must be addressed to the Code of Ethics Director. The completed grievance form must include the information and facts on which the grievance is based and any additional documentation and other evidence that corroborates and supports the allegations. The grievance must be in writing and mailed to the address provided on the grievance form. The Mayo Home does not accept anonymous complaints, nor does it accept complaints filed via e-mail or facsimile.

Grievance Adjudication Process

When a complaint alleging a violation(s) of the Code of Ethics is filed with MHYD the grievance adjudication process begins. The Code of Ethics Director has five (5) business days from the receipt of the submission to respond. If requested, an in-person appointment to discuss the grievance must take place within fourteen (14) business days thereafter. All parties to the grievance should attend the "grievance" meeting. Also, any pertinent information must also be available for review and discussion. The Code of Ethics Director will document the discussion on the grievance form. The matter may be resolved during the meeting or the Code of Ethics Director reserves the right to take all information under advisement and render a decision within fourteen (14) business days following the meeting. A written decision regarding the disposition of the grievance will be sent to the initiating party within five (5) business days thereafter. All documentation relevant to the grievance is maintained in an agency grievance file for one (1) year.

How to File a Grievance

The grievance form for Alleged Violation of the Code of Ethics must be completely filled out and include the following:

- A written statement of complaint that contains the information and facts on which the grievance is based.
- Any additional documents and evidence that corroborates and supports the allegations, if any.
If additional documentation contains confidential information such as client/patient/employment records, redact all identifying information (e.g., name, SSN, etc.) and replace it with a letter or number code, if necessary.
- Signature(s) of the individual(s) filing the grievance.

Mail the completed grievance form, written statement of complaint, and any additional documentation in an envelope marked CONFIDENTIAL using the delivery method information below.

Delivery Methods

Regular Mail	Phone	Email
Mayo Home for Youth Development Attention: Executive Director 129 Woolper Ave Cincinnati, Ohio 45220	Office: 513-221-4993 Residential: 513-221-2004 Emergency HELP Line: 513-284-3836	mayohome@mhyd.org