



Knoxville FAMILY JUSTICE CENTER

Client Grievance Procedure

If you have a concern, issue, or grievance regarding services at the Knoxville Family Justice Center, you have options for how to work toward a resolution of that situation. Those options are:

- You may speak with the Director of Client Services at any time to discuss any concerns.
- You may ask for a Grievance Form to fill out regarding your concern(s). This can be filled out and left the day of your visit or returned at a later date.
- You may write a letter to the Director of Client Services of the Knoxville Family Justice Center detailing your concern(s).
- You do NOT have to give your name. The Grievance Form makes it clear that it is up to you as to whether or not you want to be contacted about the results of the grievance. You may remain anonymous if you wish. However, if you do wish to hear about the results, you will need to leave your name and a safe contact number to call you with an update.
- If your concern(s) involves a partner agency, you will be advised of their grievance procedure and provided appropriate information.
- If your concern(s) are not resolved in a manner that is acceptable to you, then you can ask to have your concern(s) reviewed by the Executive Director who will give you an answer via phone and in writing.
- If they are still not resolved, you may ask to have your concern(s) reviewed by the Board of Directors' Operations Committee which includes members of multiple partner agencies. This entity will give an answer in writing.

Your options for sending a letter or the Grievance Form are:

- You may fill out your Grievance Form on-site before you leave the Knoxville Family Justice Center and request at that time to meet with the Director of Client Services.
- You may fax it to 865-215-6888
- You may mail the Grievance Form to:
Knoxville Family Justice Center
Attn: Director of Client Services
400 Harriet Tubman Street, Suite 219
Knoxville, TN 37915
- You may call to speak with the Director of Client Services at 865-215-6863