

Addressing Client Concerns

It is the intent of ICM and her staff to provide quality professional services in all areas of ministry. However, from time to time concerns arise. To address the concerns a client may have, the following procedure has been put in place.

- If a client has a concern with the services provided or with a staff member, they should first address the concern with the staff member involved. Most concerns are the result of misunderstanding and can therefore be resolved through an open discussion.
- Investigation into the concern shall be initiated within two business days of the time the concern is first raised.
- The staff member to whom the concern was raised shall report to the Executive Director within two days the nature of the complaint and the resolution if one was reached.
- If the client is unable to have their concern addressed adequately with the staff member involved, the concern should be submitted in writing to the Executive Director within thirty days of the first meeting. The Executive Director will make every effort to address the concern within seven days of the time the concern is brought to his attention by the client.
- If the Executive Director is unable to resolve the issue, the client may within thirty days submit a written appeal to the Executive Committee of the ICM Board of Directors.
- The Executive Committee will make the final decision related to the concern.
- The client has the right to contact the [Illinois Department of Children and Family Services](#) (DCFS) for assistance. ICM will offer assistance by providing the telephone number of this organization when requested to do so. ICM will provide timely reports to this organization of concerns received internally.
- Client services will not be adversely affected by the client's use of this procedure to resolve concerns. They will not be subject to any form of retaliatory action.
- All concerns raised through this procedure, whether resolved or not shall be reported to the ICM Board of Directors at the first meeting following the concern.
- A written record of all concerns processed through this procedure will be maintained by the agency.