

Grievance Policy

Any one in association with Manos may file a grievance related to their experience. You may file your grievance by talking with a supervisor, calling the office, mailing or faxing a written letter, or submitting an email to Contact@manoshomecare.com. Grievances can be related to, but are not limited to:

- Harassment or misconduct
- Discrimination
- Safety or health concerns
- Mishandling of processes or information
- Issues or problems with services
- Personnel issues

When submitting a grievance, you may submit it anonymously or with your name and contact information. If you include your contact information, you will be contacted within 1 week (7 days) to acknowledge the receipt of your grievance. All grievances will be given to the appropriate supervisor, and an investigation into the grievance will be conducted. You may be contacted for more information related to your grievance during the investigation process. In addition, if the grievance pertains to a specific person or group, those entities will be informed of the grievance and it's nature, but not the individual who filed it. As the investigation is conducted you will be informed of the progress made. You will also be informed of when the investigation is closed and the results and actions to be taken as a result of the investigation.

If you do not feel the resolution addresses the grievance, or you do not agree with the verdict of the grievance, you may file an appeal within 15 days of receipt of the results of the investigation. To file an appeal, you must submit the appeal in writing to the office. An in person meeting will be scheduled between you and the applicable Manos representatives within 30 days of receipt of the appeal.

All grievances, correspondences, complaints & appeals filed with Manos will be kept on record for 3 years. You have a right to request copies of any documentation relating to grievances, correspondences, complaints & appeals you have filed. All requests for documentation must be in writing and will be filed with the documents you requested.

You have a right to request any correspondence and meetings related to the grievance you have filed in your primary language.