

CLIENT GRIEVANCE PROCEDURE

If you are receiving services from Solutions Employee Assistance Program and are not satisfied with the services rendered, you have a right to file a complaint. The procedure for filing a complaint is as follows:

1. Within 30 days of the incident, the Client must provide written complaint to the Counselor.
2. The Counselor has 7 days in which to make arrangements for a hearing between the Client and the Counselor. An attempt is made to resolve the problem.
3. Should the Client be dissatisfied with the outcome of the hearing, the Client must request in writing within 7 days a meeting with the Director.
4. The Director has 7 days to address the complaint with the Counselor and Client to resolve the grievance.
5. If the Client is dissatisfied with the outcome of that meeting, the Client has a right to appeal to the CEO of the Safety Council of SWLA. The CEO has 30 days from the receipt of the appeal to address the grievance with Client. The CEO at his/her discretion may call upon any Solutions staff for assistance. All written material must be forwarded to the CEO.
6. Action by the CEO shall be final and binding for the program.
7. Additionally, a complaint may be filed with the Licensed Professional Counselors Board of Examiners, 8631 Summa Avenue, Suite A, Baton Rouge, Louisiana 70809, (225) 765-2515.