

Client Grievances Form

Advance Potential Psychological Services is dedicated to providing the highest quality of services to our clients. We believe that to accomplish this, we must provide forums for our clients to give us feedback. The Advance Potential Psychological Services Grievance Procedure was developed to establish a method of addressing issues and/or concerns that cannot be resolved informally between you and agency staff.

What is a Grievance?

A grievance is a formal expression of concern about any particular issue thought to be unjust, unfair or abusive. Filing a grievance means putting in writing anything that you have experienced that you believe was harmful or unfair.

You have the right to file a grievance at any time without fear of retaliation. APPS is committed to consistently providing services to you while a resolution regarding your grievance is formulated.

When Issues or Concerns Arise

Discuss any issues or concerns with your provider. If a mutually agreed upon decision is not met through this discussion, you are to contact the appropriate Supervisor. The Supervisor will then schedule a meeting with you within five business days to discuss the unresolved concerns. Hopefully, you and the Supervisor can reach a mutually agreed upon resolution through this process.

What happens if my grievance is not resolved to my satisfaction?

If your grievance remains unresolved and you are provided services through a DCFS contracted program, you may have the right to file a grievance with your State agency. Your grievance must be within the guidelines of the State agency.

Name of Worker: _____

Phone Number: _____



Advance Potential
PSYCHOLOGICAL SERVICES

DATE of Incident: _____

Client Name: _____

APPS Staff Name: _____

Nature of Complaint:

Proposed Resolution:

Client Signature: _____

Date: _____

Please submit in person at the office, or mail completed form to:

Mr. Glenn Sevier, CEO
Advance Potential Psychological Services
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Chicago, IL 60645