

Grievance is a person's belief that a violation or offense has occurred within the context of a formal agreement.¹ If a current or former employee or client has a grievance with Ark Counseling, they are encouraged to present the grievance, in person or in writing, to Ark. Each employee and client is given a copy of this Policy and Procedure and is advised of their rights and responsibilities during orientation or intake.

Who May Present a Grievance?

Any current or former employee or client may present a grievance. In addition, a current or former employee or client may have their legally authorized representative present the grievance on their behalf. Throughout the grievance process, the facility license holder and staff of Ark Counseling is committed to assisting an offended person prepare a written statement of their grievance. Ark provides training to its team members related to their duties in implementing this policy.

Time is of the Essence

To assure a grievance is addressed and resolved in a timely manner, it is important that a person express (as soon as possible) their belief that a grievance has occurred.

Formal Process

The procedure for presenting a grievance follows a step process. At each step in the internal process, Ark has three (3) full days to reply to the offended person. The procedure to present a grievance is outlined below.

The offended person is encouraged to first present their grievance (orally or in writing) to the following person:

if an employee	to his or her immediate supervisor
if a client	to his or her primary counselor

However, neither an employee nor client is required to do the above. The person may choose to first present their grievance to the highest level of authority within Ark Counseling or may choose to do so at any time.

Appeal

At any time an employee or client may choose to communicate with one of the following outside parties:

Minnesota Board of Behavioral Health and Therapy	612.548.2177
2829 University Avenue SE, Suite 210	
Minneapolis, MN 55414-3250	

Minnesota Department of Human Services, Licensing	651.431.6500
PO Box 64242	
St. Paul, MN 55164-0242	

Minnesota Office of the Ombudsman for Mental Health and Developmental Disabilities	
PO Box 64249	
St. Paul, MN 55164-0249	651.757.1800

The owners of Ark Counseling highly value honesty, honor, and professionalism. No employee or intern's job assignment, advancement, pay, or retention will be negatively impacted because they give a good faith communication, either orally or in writing to the Minnesota Board of Behavioral Health and Therapy, the Minnesota Department of Human Services, the Ombudsman for Mental Health and Developmental Disabilities, law enforcement, or other agencies that may be involved with the investigation of complaints regarding a client's rights, health, or safety.

¹ *Alam v. Power Workers' Union* 1994 OLRB Rep. 627 (Ontario): duhaime.org, [Employment and Labour Law](#)