

LUNA COUNTY HEALING HOUSE CLIENT GRIEVANCE PROCEDURE

**If you have a complaint or grievance regarding the handling
of your case, you have the right to file a complaint.
The grievance form is confidential.**

- 1. You must first file a complaint internally with the Deputy Manager (Griselda Milo) of The Luna County Healing House.** A response will be made within 3 business days from the time form is submitted to the Deputy Manager (Giselda Milo).
- 2. If after reviewing the grievance, your concerns have not been addressed satisfactorily, you may contact the Healing House Program Manager (Melissa Mata),** and a response will be made within 3 business days from the time this form is submitted to the Program Manager (Melissa Mata).
- 3. You may request a meeting with the County Manager's Assistant (Yossie Nieblas) and a meeting will be scheduled per request.**
- 4. If you feel none of the above have addressed your grievance you may contact our Grant Funders New Mexico Crime Victims Reparation Commission at 505-841-9432 or cvrc@state.nm.us.**
- 4. If you are requesting a response/action taken in regards to your grievance, please leave your name.**

However, if there is no reply needed then leaving your name is optional.

It is the desire of Healing House staff to resolve your complaints. We want to address and meet your needs.

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Name of client: _____ (Please Print)

Nature of Grievance:

(Use back page if needed)

Signature: _____ Date: _____

(1) Action Taken By Deputy Manager:

Signature of Deputy Manager: _____ Date: _____

(2) Action Taken by Program Manager:

Signature of Program Manager: _____ Date: _____