



**Children's
Advocacy Center**
Legacy of Healing
shali?il s?ibəš

**Children's Advocacy
Center**

2321 Marine Dr NE
Tulalip, WA 98271

Main: 360-716-5437

Fax: 360-716-0852

.....

Legacy of Healing

7720 Waterworks Rd
Tulalip, WA 98271

Main: 360-716-4100

Fax: 360-716-0705

**Standard Operating Procedures
CLIENT APPEALS & GRIEVANCES**

1. A CAC or LOH client, or possible client, may file an appeal or grievance based upon receipt of a denial of services, decisions with their case, etc.
2. The client is required to bring problems, complaints, or grievances to the attention of the Advocate they are working with within five (5) working days of the incident or situation to be grieved.
3. The participant must submit a written complaint explaining the situation being appealed/grieved, including descriptions of previous resolution attempts and the desired resolution.
4. The Advocate and Lead Family Advocate shall review the appeal/grievance and all supporting documentation to ensure appropriate procedures were followed:
 - a. The client will be sent a letter regarding whether the decision will be upheld or overturned, including how the determination was made;
 - b. The response letter shall be sent within (5) business days of receipt to the client's appeal/grievance submittal.
5. Unresolved grievances must be appealed in the following order:
 - a. CAC/LOH Advocate;
 - b. CAC/LOH Lead Advocate;
 - c. CAC/LOH Director;
 - d. Executive Director of Family Advocacy.
6. Each step of the appeal must be submitted to the appropriate person(s) within five (5) business days of the previous resolution attempt.
7. The decision of the Family Advocacy Executive Director is the final authority of the LOH Client Appeal and Grievance Process.



.....

The Tulalip Tribes are federally recognized successors in interest to the Snohomish, Snoqualmie, Skykomish, and other allied tribes and bands signatory to the Treaty of Point Elliott.