



## **Episcopal Migration Ministries (EMM) Guidance on Grievance Policies - Appendix B**

Remote Placement Community Partner (RPCP) grievance policies ensure that clients understand the appropriate procedures and points of contact for addressing concerns or complaints and that they receive a response within a reasonable amount of time. Grievance policies are typically explained to clients at intake by RPCP team members.

EMM recommends that all Remote Placement Community Partner grievance policies adhere to the following standards to ensure responsiveness to client concerns and complaints as well as to meet program requirements.

### **Key Components of Client Grievance Policies**

- Grievance policies should clearly note who the first point of contact for resolving complaints should be (typically the client's case manager) and should explain the steps for escalating a complaint if it cannot be addressed by the initial point of contact. The policy should include the contact information for the individual(s) to be contacted in this case (typically the RPCP Team Lead/Co-Leads).
- The policy should include a clear timeframe in which the client can expect to schedule a meeting with the manager/director and/or to receive a written response to a complaint.
- Grievance policies should note the right to an interpreter as well as the right to bring a representative to meetings RPCP team members.
- Remote Placement Community Partners should also include contact information for the national resettlement agency for complaints that are unable to be resolved by the Community Partner. Many State Refugee Coordinator's offices also require that their information be listed on affiliate grievance policies.
- Complaints can be submitted in writing to EMM at [emm@episcopalchurch.org](mailto:emm@episcopalchurch.org) or by calling 212-716-6104 or mailed to:

Episcopal Migration Ministries  
815 2<sup>nd</sup> Ave, 5<sup>th</sup> Fl.  
New York, NY 10017

### **Language Standards**

- Remote Placement Community Partners should endeavor to translate grievance procedures into the languages of the major caseloads of the Remote Placement Community Partner. If a translated version of the policy is not available in the client's native or common language, the policy should also be signed by the interpreter or RPCP team member (if the team member is providing information in client's language).
- If the Remote Placement Community Partner requires that complaints be submitted in writing, accommodation should be made for clients with low literacy to have an in-person meeting.

### **Acknowledgement by All Adults**

The agency's grievance procedure should be signed by *all* adults in the case, including adults other than the PA, and a copy should be given to each adult, with the original(s) retained in the casefile (in both English and client language(s), as available).

### **RPCP Team Member Training on Grievance Policies**

All Remote Placement Community Partner team members should receive training on client rights and responsibilities and the RPCP's grievance policy prior to client arrival.