

## Complaints and Grievance

AQC has an open-door policy to any grievance, suggestion, complaint, or concerns.

AQC will respond within three business days

Grievance can be filed by

1. Individual served by AQC
2. Legal representative
3. AQC staff
4. Another representative
5. Any citizen with concern

Individuals filing grievance will do so on a voluntary basis and will not deny or delay individuals right to file complaint elsewhere or to access legal system

Grievance forms will be available on site at AQC for anyone to file

AQC will address complaint with individual within three business days

AQC will go over complaints and grievance policy with individual being served and guardian at entry to service and annually thereafter

AQC will keep all grievances and complaints on file with the resolution and response to complaint

\*Not all grievances and complaints can be resolved to the person filing expectations. AQC will communicate and try to reach a mutual agreement/understanding for the solution

Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Individual Signature: \_\_\_\_\_ Date: \_\_\_\_\_

AQC Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_