

Client/ Consumer Grievance Policy and Procedures

1. Purpose

- a. The purpose of the grievance process is to identify any issue brought to the attention of the Director of Adult Life Learning Inc. regarding the treatment of a Client and the process(s) that will be addressed on behalf of the client.

2. Scope

- a. This document is to be used by the Adult Life Training Inc. Director to establish a documented process for reporting potential grievances by Clients of ALTI Inc. either from ALTI Inc. staff or other ALTI Inc. Client.

3. Procedure

- a. If an individual feels they have been mistreated by an ALTI Inc. staff member or client they should...
 - i. Give a written or verbal complaint to the CEO.
 - ii. Meet with the CEO to resolve such complaints.