



Client Rights & Responsibilities

Grievance Procedures

People Places is concerned with any problems you may experience while receiving foster care services. You have the right to make a complaint without fear of negative consequences. If you have a complaint, problem, or believe your rights have been violated, please report your concerns. These will be received respectfully without interference. Please let People Places know by:

- A. Initially, report your complaint to the service provider. If you are not satisfied or are uncomfortable discussing your complaint with the service provider directly, contact the program supervisor and/or coordinator.
 - a. If you are unsure who the the service provider's supervisor is, contact People Places and request this information.
 - i. Charlottesville, 434-979-0335
 - ii. Staunton/Harrisonburg, 540-885-8841
- B. If the steps above do not resolve the concern, put your concern in writing and provide it to the appropriate Regional Director of People Places
 - a. Charlottesville Regional Director: 434-979-0335, 1002 E. Jefferson St. Charlottesville, VA 22902
 - b. Staunton/Harrisonburg Regional Director: 540-885-8841, 1215 N. Augusta St. Staunton, VA 24401
- C. In response to your written grievance, the Regional Director will provide a written notification of the resolution and your right to appeal to the Executive Director
- D. If you continue to feel dissatisfied, you may contact the Executive Director (540-885-8841) who may consult with the People Places Board of Directors regarding your complaint.