External Grievance Procedure

The Arizona Coalition to End Sexual and Domestic is committed to carrying out its mission with the utmost integrity. Our mission is to lead, to advocate, to educate, to collaborate, to prevent and end sexual and domestic violence in Arizona. In an effort to carry our mission, we understand that there may be occasion that those accessing our services and expertise may not be satisfied with the outcome. As such, we have created this formal grievance procedure as a mechanism to resolve issues promptly.

The following process is for issues related to employees, board, volunteers, interns, or contractors of ACESDV as well as complaints related to ACESDV policies and procedures:

1. The first step in this grievance procedure is to attempt to resolve the conflict between themselves and with the assistance of the appropriate member of the ACESDV Executive Management Team member if necessary. Should this fail to resolve the stated grievance then the following steps can be taken.
2. The individual with the grievance shall notify, in writing, the Executive Management Team (Chief Executive Officer, Chief Operating Officer and Chief Programs Officer) of the concern. If the issue involves a member of the Executive Management Team as outlined, then the written complaint may be made out to the Executive Management Team members that are not included in the complaint. The written complaint must briefly describe the details and circumstances of the complaint.
3. The Executive Management Team will review the written grievance and member of the Executive Management Team may contact the individual who filed the grievance in an effort to gather more information if deemed necessary by the Executive Management Team.
4. The Executive Management Team will consider any written documentation and discussion that was gathered in the above-outlined steps and respond, in writing, within 14 working days of receipt of the complaint.

If the grievance involves the Chief Executive Officer, than the following process will apply:

1. The first step in this grievance procedure is to attempt to resolve the conflict between themselves and with the assistance of the appropriate member of the ACESDV Executive Management Team member if necessary. Should this fail to resolve the stated grievance then the following steps can be taken.
2. The individual with the grievance shall notify, in writing, the Board of Director Chairperson of the concern. The written complaint must briefly describe the details and circumstances of the complaint.
3. The Board of Director Governance Committee will review the written grievance and member of the Governance Committee may contact the individual who filed the grievance in an effort to gather more information if deemed necessary by the Governance Committee.
4. The Governance Committee will consider any written documentation and discussion that was gathered in the above-outlined steps and respond, in writing, within 14 working days of receipt of the complaint.

Grievances that are not satisfactorily addressed via the above-referenced processes may also be filed, in writing, with the following agencies:

U.S. Department of Justice, Office on Violence Against Women  
Attn: Omar Mohammed  
Omar.mohammed@usdoj.gov  
145 N Street NE, 10th Floor  
Washington, DC 80530

U.S. Department of Health and Human Services  
Division of Family Violence Prevention and Services  
Family and Youth Services Bureau  
Administration for Children and Families  
Attn: Angela Yanelli  
Angela.yanelli@acf.hhs.gov  
1250 Maryland Ave. SW  
Suite 8212  
Washington, DC 20024

Office for Civil Rights  
Office of Justice Programs  
U.S. Department of Justice  
810 7th Street, NW  
Washington, DC 20531  
www.ojp.gov  
To file a complaint with the Office of Civil rights, two forms must be downloaded from the internet and submitted in writing to OCR. The forms can be found at:  
www.ojp.gov/about/ocr/complaint.htm

Office of the Arizona Attorney General  
Civil Rights Section  
1275 W. Washington Street  
Phoenix, AZ 85007  
www.azag.gov/civil-rights  
602-542-5263
Arizona Department of Health Services
Bureau of Women and Children’s Health
Office on Women’s Health
Attn: Antoinette Means
Toni.means@azdhs.gov
150 N. 18th Ave.
Suite 320
Phoenix, AZ 85007

Arizona Department of Economic Security
Division of Aging and Adult Services
Attn: Laura Guild
l.guild@azdes.gov
1789 W. Jefferson St. (Site Code 950A)
Phoenix, AZ 85007

Grievances that are not satisfactorily addressed via the above-referenced processes, and are related to the Lay Legal Advocacy Hotline only, may also file written complaints with the following additional agencies:

Arizona Department of Public Safety
Victims of Crime Act (VOCA) Administration
Attn: Kate Henderson
khenderson@azdps.gov
MD 1325 PO Box 6638
Phoenix, AZ 85005

Arizona Criminal Justice Commission
Crime Victim Services
Attn: Vernie Bruehler
vbruehler@azcjc.gov
1110 W. Washington St.
Suite 230
Phoenix, AZ 85007