



## 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](mailto:Omar.mohammed@usdoj.gov)

145 N Street NE, 10<sup>th</sup> 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](mailto: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 7<sup>th</sup> Street, NW

Washington, DC 20531

[www.ojp.gov](http://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](http://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](http://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](mailto:Toni.means@azdhs.gov)  
150 N. 18<sup>th</sup> Ave.  
Suite 320  
Phoenix, AZ 85007

Arizona Department of Economic Security  
Division of Aging and Adult Services  
Attn: Laura Guild  
[lguild@azdes.gov](mailto:lguild@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](mailto:khenderson@azdps.gov)  
MD 1325 PO Box 6638  
Phoenix, AZ 85005

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