EAP GRIEVANCE POLICY

Alliance
A professional service of Worker's Assistance Program, Inc.

The personal benefit of your Employee Assistance Program depends on the establishment of a relationship of trust between you, the client, and all representatives of our organization, whether they are intake staff, counselors, or administrators.

We appreciate your bringing forward any problems you may have with the service, and your patience and understanding as we resolve those problems. These are the steps we take when any grievance is lodged, whether verbally or in writing:

1. The staff person who initially receives the complaint will record basic information in a confidential database and forward the complaint to the Director of Customer Service for investigation and resolution. All complaints are addressed within 24 hours of receipt.

2. The Director of Customer Service will get in touch with you and collect all relevant information. S/he will thoroughly investigate the complaint, logging all information in the confidential database, and communicating his/her results back to you in a letter. A copy of this letter is sent to the Executive Office.

3. If you feel the complaint has not been satisfactorily resolved, you may put the complaint in writing and send it to the Executive Office. The Executive Office will contact you, investigate the issue, and resolve the problem. Involved staff and supervisors will be notified of the outcome. When appropriate, disciplinary action will be taken and documentation will be made to the personnel file.

4. The Executive Office shall be responsible for attempting to resolve in good faith any differences of opinion between you and AWP. If we are unable to resolve such difference of opinion, the parties shall resolve their differences voluntarily through mediation.

5. If mediation does not resolve the complaint, it will be referred to the AWP Board of Directors for resolution.

▶ Confidentiality of Alcohol and Drug Abuse Patient Records

The confidentiality of alcohol and drug abuse patient records maintained by this program is protected by Federal law and regulations. Generally, the program may not say to a person outside the program that a patient attends the program, or disclose any information identifying a patient as a alcohol or drug abuser unless:

1. The patient consents in writing; **OR**
2. The disclosure is allowed by a court order (not merely a subpoena); **OR**
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation; **OR**
4. The patient commits or threatens to commit a crime either at the program or against any person who works for the program.

Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs. Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.

(See 42 U.S.C. §§ 290ee-3, 29Off-3 for Federal laws and 42 CFR Part 2 for Federal regulations.)

I have read this Confidentiality statement of Alcohol and Drug Abuse Patient Records and EAP Grievance Policy.

▶ _____ _____ ▶ _____ _____

CLIENT SIGNATURE DATE COUNSELOR SIGNATURE DATE

▶ _____

PRINT CLIENT'S NAME