

 Client Grievance Policy

The Southeast New Mexico Child Advocacy Centers (SENMCAC) believes that the individuals and families we serve have the right to receive respectful and responsive services in a safe environment. To ensure this, we are committed to providing a way for complaints to be made and resolved.

A grievance is a complaint that can be made about something the client does not like. It may be a complaint about the rules, the people he/she has had contact with or the environment in which he/she was served.

The Client Grievance Policy will be posted in the Cavern City CAC, Lea County CAC, and Foundry Home and will be posted on the agency website.

It is against the SENMCAC policies for clients filing a grievance to be criticized, mistreated or threatened by staff.

If a client has a problem or complaint the following steps should be taken:

1. The client should talk to a staff person that he/she feels comfortable with about the problem or complaint. The staff person will try to help the client in resolving the problem. The staff person will inform the SENMCAC Director about the grievance as soon as possible.
2. If the staff person and/or the SENMCAC Director are not able to help resolve the problem or complaint, the client may contact the Director of the New Mexico Children’s Alliance, Melissa Ewer, to address any dispute that cannot be resolved through the above channels.
3. If the NMCA Director is unable to resolve the problem or complaint, the client may submit a written grievance to any member of the Cavern City CAC Board of Directors by mail: Cavern City CAC BOD, PO Box 1441, Carlsbad, NM 88221. The Cavern City CAC BOD will attempt to resolve the complaint or problem as soon as possible. The Cavern City CAC BOD’s decision will be final.

The SENMCAC, comprised of the Cavern City Child Advocacy Center, the Lea County Child Advocacy Center, and the Foundry Home, receive funding from the following sources:

* The City of Carlsbad
* Eddy County
* The Administrative Offices of the District Attorney, NMCSAP, Farmington, NM
* Child Advocacy Center Grant
* Victim of Crime Act (VOCA) Grant
* Basic Center Program Grant
* Children, Youth, and Families Department Grant
* United Way of Eddy County