



Client Grievance Form

Zepp Wellness Center values and encourages the feedback of our clients and community members about the programs and practices of the organization. Complaints can provide important opportunities for improving service. A complaint may be defined as an expression of dissatisfaction or unmet expectations. A complaint can be made by the client or community member of the client, if necessary. The complaint can relate to any aspect of the organization's programs and services.

Zepp Wellness Center is committed to listening to client and community member complaints and responding in a fair, timely and respectful manner. All complaints will be given due consideration without reprisal or discrimination. A grievant will not be subject to retaliation by Zepp Wellness or the provider for making a complaint. Retaliation may include but is not limited to harassment, reduction in services or benefits, or basing service on the action. All aspects of a complaint will be handled in confidence.

Grievance Process:

1. *Self Self-Governance*
 - a. Before filling-out this form, feel free to attempt to resolve the issue autonomously by directly approaching the person with whom you have conflict.
2. *Escalating a concern*
 - a. In the event that extra support is needed, feel free to do one or more of the following:
 - i. Bring up your concerns directly to your Accountability Squad support person (either Angie Gunn/Soleil Merroir or Norma Uriostegui)
 - ii. Complete the form below and follow the steps Zepp has outlined.

Please Note: The Accountability Squad will follow up and schedule a conversation within one week of receiving the form. *Note: the squad may decide no further engagement is required as an organization.*
3. We always encourage folks to seek support in your other communities and any social circles you feel safe in.

Things to Keep in Mind:

1. The more specific the concerns/feedback, the more effective we can be in addressing your needs.
2. If you'd like to bring someone else to support you during conversations with the Accountability Squad, please indicate that in your email.
3. The Accountability Squad will hold a maximum of 3 meetings with the involved parties and then make recommendations in terms of next steps for the harmed-party/survivor and the organization.
4. If the above steps + meetings with the Accountability Squad do not resolve the challenge, a formal complaint in writing can be submitted to the Zepp Wellness board of directors via email: thezeppwellnesscenter@gmail.com ATTN: [GRIEVANCE] Board Action. The board will then discuss and potentially consult with outside resources to seek a resolution. You can expect a response within one week of your email.
5. If this resolution is still not satisfactory, third-party mediation (if approved by the board), can be provided at the organization's expense for a maximum of 3 sessions. Any further mediation would be at the complainant's expense.
6. If you wish to submit an anonymous form, you may do so, however, we will likely be unable to take further action.

Grievance Form:

Please send this form to ATTN: [GRIEVANCE] Accountability Squad to thezeppwellnesscenter@gmail.com

Date: _____ Name / pronouns: _____

Who is this complaint about?

What occurred?

What steps have you taken so far to address this grievance?

What would you like to see happen in order to repair and/or make amends?