

Edgewood Children's Center  
**CLIENT GRIEVANCE AND APPEAL PROCEDURE**

Edgewood Children's Center believes that clients have the right to disagree with staff regarding any issues regarding their treatment. If you have a disagreement or complaint, these are the steps to follow:

1. Talk with your therapist to try to solve the disagreement or complaint.
2. If a satisfactory solution it is not reached, talk with the therapist's Supervisor to try to solve the disagreement or complaint
3. If a satisfactory solution is not reached, put your disagreement or complaint in writing (a staff member can be assigned to help you with the writing), and give the complaint to Edgewood's Chief Operating Officer. The Chief Operating Officer, or a designee, will talk with you and the child within two business days. You will informed of the Chief Operating Officer's response by telephoned within two business days. A written response will also be sent to you and a copy will be placed in the child's file.
4. If a satisfactory solution it is not reached, you may direct that your written disagreement or complaint, and copies of attempts to resolve it, be sent to Edgewood's Professional Services Organization (PSO). The Executive Committee of the PSO will consider your complaint at its next regularly scheduled meeting, or within two (2) weeks, which ever is shorter. You will be informed of the response by telephone within two business days. A written response will also be sent to you and placed in the child's file.
5. If a satisfactory solution it is not reached, you may direct that your written disagreement or complaint, and copies of attempts to resolve it, be sent to Edgewood's President/CEO. The President /CEO will meet with you within two (2) business days. You will be informed of the President/CEO's response by telephone within two business days. A written response will also be sent to you and placed in the child's file.

If child abuse or neglect is suspected, the parent/guardian should call the Missouri Child Abuse Hotline (800) 392-3738. The child may also call the Hotline and will be helped to do so if desired.

For answers to any questions about problems or complaints, feel free to write or call Edgewood. You may write to or ask to speak with the Chief Operating Officer or the President/CEO. Edgewood's address is:

330 North Gore Avenue  
Webster Groves, Missouri 63119

Edgewood's phone number are:

(314) 968-2060 -Voice  
(314) 968-8308 -Fax

The Chief Operating Officer is Peppy Howard-Willms  
The President/CEO is Wayne Crull, MDiv