

Minnesota AIDS Project GRIEVANCE PROCEDURE

1. Any person receiving services from the Minnesota AIDS Project may voice comments, concerns, or grievances directly to the staff person they are working with or to that staff person's supervisor.
2. If your comment, concern or grievance was not addressed to your satisfaction, you may arrange a meeting with or submit a written statement to the Director of Programs. The MAP staff person you talked with will provide the contact information including the name, address and phone number of this Director. Your written statement or request for a meeting must be received within two weeks of the date you last addressed this issue or concern with the staff person or their supervisor
3. You will receive a written response within 30 days after we have met with you or received your written statement. This written decision is the final decision of MAP.
4. Some programs offered by the Minnesota AIDS Project are funded through contracts with various government agencies that will also accept your grievance if your concern or grievance has not been settled to your satisfaction. Information with the appropriate name and contact information at each agency is available upon request or will be mailed to you within one working day of your written or verbal request for it.

This document is available in **alternate formats** upon request.