

Grievance Policy for the Nauru and Papua New Guinea (NRPP) Program

All clients enrolled in NRPP have the right to express grievances about service provision. Clients will not face any penalty for expressing grievances.

Grievances raised by clients will be addressed according to the following timeline:

1. **High priority** grievances are defined as activities by the service provider which result in a client being unsafe. High priority grievances must be responded to by the site director within 48 hours, with the source of risk being resolved to the best capacity of the site within one week.
2. **Medium priority** grievances, defined as a failure by the service provider to uphold the NRPP Rights and Responsibilities, must be responded to within 1 week, with the underlying problem being resolved within 2 weeks.
3. **Low priority** grievances are those in which the client is dissatisfied with service provision, but where NRPP Rights and Responsibilities *have* been followed. The service provider must meet with the client within 2 weeks and provide a written statement within 24 hours of that meeting explaining whether changes will be made to service provision.

Grievances should be presented in the following manner. Unless the client believes that (s)he cannot safely engage with one of the individuals below, each level must be met before proceeding to the next level up.

- A. The client should first explain the grievance to the service provider with whom the grievance lies. Written complaints are preferred, but verbal complaints are also accepted. If presented verbally, the service provider should write down the grievance.
- B. If the concern has not been resolved by the initial service provider, the concern should then be raised with the site director.
- C. If the concern has not been resolved by the initial service provider or site director, it should then be sent to nrppsupport@uscrimail.org.

Documentation of grievances is to be filed in the case file.

8/8/2021