



CLIENT RIGHTS

All Sunflower House programs and personnel shall recognize and respect the rights of our clients and stakeholders. Your rights include, but are not limited to:

- The right to be treated with respect and dignity.
- The right to be free from abuse, neglect, harm and exploitation.
- The right to freedom from the use of language of an intimidating, degrading, or derogatory nature.
- The right to have disabilities accommodated as required by the American with Disabilities Act, section 504 of the Rehabilitation Act.
- The right to civil rights and nondiscrimination as required in Title VI of the Civil Rights Act of 1964, and other federal and state statutes.
- The right or the guardian's right to present grievances up to and including the President/CEO, and for alleged civil rights or nondiscrimination violations up to and including the Kansas Human Rights Commission or the [federal] Office for Civil Rights.
- The right not to be denied or terminated from services or have services reduced for exercising any rights.

GRIEVANCE PROCEDURE

The goal of Sunflower House is to provide the highest quality services to all consumers. If at any time the consumer is dissatisfied with the service being provided to them, they are entitled to express this concern or complaint and be involved in the resolution of the conflict.

Consumers include all clients and former clients and their guardians, and also includes partners, volunteers, donors, vendors or members of the public. A consumer with questions or a complaint should first address their concerns in person or by phone with the Program Director of the applicable program before taking them to the President/CEO, unless the complaint is about that Director or unrelated to their departments.

If the concern is not resolved to the consumer's satisfaction, they may submit a formal grievance, in writing by mail or email, to the Director in charge of the program.

The Program Director will initiate an investigation as soon as possible after receiving the written grievance.

- The Program Director will discuss the complaint with the consumer and any involved employee(s) in an attempt to understand and resolve the complaint. (If the complaint is about a PACES employee working at Sunflower House, the Sunflower House Child

Assessment Program Director will include the PACES Executive Director in the discussion and proposed resolution).

The Program Director will summarize the complaint and resolution in writing, and provide it to the person who filed the grievance within five working days after receiving it, whenever possible. A copy will be provided to the President/CEO.

If the Consumer is not satisfied with the proposed resolution, they may contact the President/CEO to request a review.

- The President/CEO will review the grievance and previous response, may speak with any involved parties, and will notify the consumer of their decision within five working days after receiving it, whenever possible.
- The decision of the President/CEO shall be final.

A record of such grievances and the response to those grievances shall be maintained by Sunflower House.

Any retaliation against anyone who exercises their right to file a grievance is strictly prohibited by state code and federal law. No agent of Sunflower House may harass, coerce, intimidate or discriminate against an individual who has filed a complaint or participated in the complaint process. If this happens, the complaining party may file another grievance alleging such harassment or intimidation.

CONTACT INFORMATION

Child Assessment Program Director (Current or former Clients and Guardians)

Cindy Riddell
15440 W. 65th Street, Shawnee, KS 66217
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Education Program Director (Educational Services)

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Resource Development Director (Volunteer or Donors)

Sara Lissauer
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President/CEO (All other complaints and second level grievances)

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