

Volunteer Grievance Procedure

The staff of Eastside Friends of Seniors are committed to addressing your concerns and acting in a timely manner. The following procedure is provided for you in the unlikely event that you are not satisfied.

- If you have a **client** concern, contact the Client Services Coordinator.
- If you have a concern about another **volunteer**, contact the Volunteer Coordinator.
- If you have an **organizational** concern, please contact the Executive Director.

All staff can be reached at the main office line – **425-369-9120**.

If the source of the problem is the Executive Director, please call the President of Eastside Friends of Seniors Board. **Michelle Grinslade** is our current president. She can be contacted at either 425-681-7710 or mgrinslade@hotmail.com.

If there is any violation of the law, it will be promptly reported to the authorities by the Executive Director.

We are extremely proud of the work our staff and volunteers do to help the community we serve. This procedure is for your use in case we need to take corrective action.