

GRIEVANCE PROCEDURES (family)

Every family is provided with a survey which welcomes and encourages feedback on their experience at La Piñon. Those surveys are anonymous and are reviewed by the Executive Director after they are filled out, who will determine if and what actions need to follow.

It is understood that, from time to time, there may be disagreements among families and team members regarding the forensic interview, the interviewer, the advocate, or other La Piñon staff members and/or services. It is the goal of La Piñon to have open and honest feedback from families receiving services and team members in order to provide the highest quality of services.

In the event that this should occur, the following procedures should be followed:

- The family is encouraged to address their concern with the staff member whom they have a grievance with as soon as possible.
- Should the family feel they cannot address the La Piñon staff member directly, or if the situation cannot be resolved in this manner, they may contact the La Piñon Executive Director in writing at stacey@lapinon.org.

If you or your family members have any further concerns, suggestions or even complaints that are not addressed during your visit to La Piñon, we invite you to call the La Piñon office and speak with the Executive Director.

GRANT FUNDING SOURCES

NM Coalition of Sexual Assault Programs, Inc.

Attn: Kim Alberta
3909 Juan Tabo NE Ste. 6
Albuquerque, NM 87111

City of Las Cruces

Attn: Natalie Green
PO Box 20000
Las Cruces, NM 88004

*NM Behavioral Health Services Division
Commission*

8801 Horizon Blvd. NE Ste. 260
Albuquerque, NM 87113

NM Crime Victims Reparation

Attn: Frank Zubia
6200 Uptown NE STE 210
Albuquerque, NM 87110

Dona Ana County Finance

845 N Motel Blvd
Las Cruces NM 88007

CYFD

PERA Building Room 101
1120 Paseo de Peralta
Santa Fe, NM 87501

NM Dept. of Health

1190 S St Francis Dr