

## **IowaCASA Grievance Policy**

The Iowa Coalition Against Sexual Assault is committed to providing effective services in a fair and professional manner. This policy is provided on our website and at the initiation of any direct services provided by IowaCASA. If you have a complaint regarding services received from IowaCASA your complaint will be appropriately addressed.

### **Complaints about staff**

If you have concerns about the service you receive from IowaCASA staff, you should first try and address the concern directly with that staff person. If your concerns are not resolved by the staff person, you may submit a Complaint Form to that staff person's supervisor, if you know the supervisor, or to the Executive Director at the following address. The supervisor or Executive Director will respond to the complaint either in person or in writing.

#### **Iowa Coalition Against Sexual Assault**

3030 Merle Hay Road  
Des Moines, IA 50310

If you are not satisfied with the response regarding complaints about an IowaCASA staff member by the supervisor or the Executive Director, you may request that your complaint be reviewed by the Board of Director Chairperson by submitting your request to the Executive Director in writing or email below. Your request for Board review **MUST** also contain a written response of why you are not satisfied with the supervisor or Executive Director's decision regarding to your Complaint.

#### **Elizabeth Barnhill, Executive Director**

Iowa Coalition Against Sexual Assault  
3030 Merle Hay Road  
Des Moines, IA 50310  
[director@iowacasa.org](mailto:director@iowacasa.org)

Thereafter, the Executive Director will submit your Complaint, IowaCASA's response by the supervisor or the Executive Director, and your written response to IowaCASA's initial decision regarding your complaint to the Personnel Committee for review. The Personnel Committee will review your Complaint and respond to you in writing of their decision of how to address your complaint.