

**CLINICAL CARE POLICIES – ADMINISTRATIVE
GRIEVANCE POLICY STAFF & VOLUNTEERS
MASONIC CENTER FOR YOUTH AND FAMILIES
POLICY NUMBER: 10
Created: September, 2010
Revised: October 14, 2025**

STATEMENT OF POLICY

The Masonic Center for Youth and Families (MCYAF) takes all grievances seriously and will investigate all grievances made by the youth/family/guardian regarding the provision of care and treatment at MCYAF. The purpose of this policy is to facilitate a clear and accessible method for clients to express a concern or complaint regarding care, treatment and services provided at MCYAF.

PROCEDURES

1. MCYAF shall handle all youth/family/guardian grievances promptly, honestly, and in a manner that facilitates the resolution of the issue. The welfare of the youth is always the first and foremost concern. This policy is available in the client binder and is available on our website.
2. Clients may contact the treating clinician for any concerns related to treatment. If the individual is not comfortable addressing the grievance directly to the particular MCYAF personnel, they may complete and submit a Grievance Form either to the Executive Director/ Administrator or mail it anonymously.
3. If the complainant is unable to receive sufficient resolution of the matter with the clinician, or they prefer not to deal directly with the clinician, they may request a meeting with the Executive Director/ Administrator to resolve the issue. All applicable professional ethical standards shall be applied in the resolution of such concerns.
4. Any grievances and complaints not satisfactorily resolved at MCYAF may be referred to the President and CEO for review and resolution. You also may request a confidential investigation by calling the Masonic Homes grievance hotline at 1-855-882-7950 (toll-free). Clients are informed of their right to contact the Board of Behavioral Sciences to file a grievance.
5. Per AB 630, Chapter 229, Statutes of 2019, the following is provided to the client upon starting services with MCYAF: *The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of ([include your profession: marriage and family therapists/licensed educational psychologists/clinical social workers/professional clinical counselors]). You may contact the board online at www.bbs.ca.gov, or by calling (916) 574-7830*
6. As of July 1, 2025 SB 1024 requires the above statement will now be part of the required "Notice to Clients" and will include information that a Board licensee or registrant must provide each of their clients upon initiating psychotherapy services.:
 - The licensee or registrant's full name as filed with the Board.
 - Their license or registration number.
 - The type of license or registration -LCSW; LMFT; AMFT
 - The expiration date of their license or registration number.

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7. Grievances shall be addressed and resolved in a timely matter, ensuring confidentiality and sensitivity to the complainant's needs. The complainant shall be notified of the results of the grievance process.

8. Internal documentation shall include the date and time of the alleged occurrence, the location, the names of the individuals involved, a description of the grievance, the steps taken to investigate the grievance, the results of the grievance process, and the date the grievance process was completed.

9. Any grievances will be incorporated into the Quality Improvement process for further evaluation, monitoring, and corrective action.

10. For grievances, families and clients may contact the Director of Operations, Nicole O'Connor at 877.488.6293 or Senior Director, Lisa Goodwin at (626)251-2310

For Employees and Volunteers

This policy has been summarized and aligns with the grievance policy from the Masonic Homes Employee handbook.

You are strongly encouraged to report claims of discrimination, harassment, or retaliation. If you believe that you have been the subject of harassment, discrimination, retaliation, or other prohibited conduct, bring your complaint to your own or any other supervisor, manager, or any human resources business partner as soon as possible after the incident. Supervisors must refer all complaints involving discrimination, harassment, retaliation, or other prohibited conduct to the Chief Human Resources Officer, his or her designee, or another executive officer of our organization. Contact information can be obtained from the front desk of either Masonic Home.

We encourage all employees to report any incidents of discrimination, harassment, retaliation, or other prohibited conduct forbidden by this policy immediately so that complaints can be resolved quickly and fairly. You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited discrimination, harassment, and retaliation in employment. If you think you have been harassed or discriminated against, or that you have been retaliated against for resisting or complaining, or participating in an investigation, you may file a complaint with either or both agencies. Information about those agencies listed in the Masonic Homes handbook.

An investigation will be conducted. The investigation will provide all parties with appropriate due process and will reach reasonable conclusions based on the evidence collected. We will maintain confidentiality to the extent possible, but cannot promise complete confidentiality, because our duty to investigate and take appropriate corrective action may require the disclosure of certain information.

Appropriate action will be taken. If we determine that discrimination, harassment, retaliation or other prohibited conduct has occurred, we will take effective remedial action in accordance with

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the circumstances involved. Any employee we determine to be responsible for discrimination, harassment, retaliation, or other prohibited conduct will be subject to appropriate disciplinary action up to and including termination

We will not retaliate against any employee for filing a complaint or participating in an investigation and will not tolerate or permit retaliation by management, employees, or co-workers.

If you, as an employee, are found to have engaged in harassment, or if you, as a manager, know about the conduct and condone or ratify it, you may be personally liable for monetary damages. If you have been found to have engaged in harassment, we will **not** pay damages assessed against you personally because engaging in harassment is outside the scope of your employment with us. Our policy and the law forbid retaliation against any employee who opposes harassment, discrimination, or retaliation, or who files a complaint, testifies, assists, or participates in any manner in an investigation, proceeding, or hearing conducted by us, the Department of Fair Employment and Housing or the Fair Employment and Housing Commission.

Prohibited retaliation includes but is not limited to:

- demotion
- suspension
- failure to hire or consider for hire
- failure to give equal consideration in making employment decisions
- failure to make impartial employment recommendations
- adversely affecting working conditions or otherwise denying any employment benefit

REFERENCES: California Code of Regulations. title 22, sections 75325 (a)(2); 75351;
California LAW AB 630, Chapter 229, Statutes of 2019