

## **GRIEVANCE PROCEDURE FOR CLIENTS OF APNM PROGRAM SERVICES**

**If a client has a grievance regarding the delivery or quality of Animal Protection New Mexico (APNM) program services, or the conduct of APNM employees, the following steps should be taken:**

1. The client should verbally discuss his/her grievance with the Deputy Director. If that discussion is unsuccessful, or if the grievance involves violence, discrimination or harassment, then refer to #2.
2. The client should submit the grievance in writing to the Deputy Director and Executive Director of APNM within 3 working days after the alleged grievous incident. The Deputy Director and Executive Director will arrange a meeting to discuss the grievance with the client, assuring confidentiality, and identify action items to alleviate the grievance. This meeting may include other relevant staff to whom the grievance may apply.
3. The client has the right to submit grievances related to the delivery or quality of APNM program services, or the conduct of APNM staff to: <http://www.cvrc.state.nm.us/> or by telephone to 505-841-9435. APNM Management will work with CVRC, the client, and relevant APNM staff and other parties to alleviate the grievance.