

Healing Hooves at Robinett Ranch

Formal Grievance Procedure

Purpose

Healing Hooves at Robinett Ranch is committed to providing a safe, respectful, inclusive, and supportive environment for all participants, families, staff, volunteers, and visitors. We value open communication and believe concerns should be addressed promptly, fairly, and professionally. This grievance procedure provides a formal process for resolving complaints regarding program services, policies, staff, volunteers, participant interactions, or any aspect of program operations.

Step 1: Informal Resolution

Whenever possible, concerns should first be discussed directly with the instructor or Program Director. Many concerns can be resolved quickly through open communication without the need for a formal grievance.

If the concern cannot be resolved informally, the individual may proceed with the formal grievance process.

Step 2: Submission of a Formal Grievance

A grievance may be submitted by:

- A participant
- A parent or legal guardian
- A caregiver or authorized representative
- A staff member
- A volunteer
- Any individual receiving or involved in program services

Formal grievances should be submitted in writing and include:

- Name of the person filing the grievance
- Date of submission
- Contact information
- Description of the concern or incident
- Date(s) the incident occurred
- Individuals involved, if known
- Any supporting documentation
- The desired resolution

Grievances may be delivered in person, by mail, or by email to:

Healing Hooves at Robinett Ranch

Program Director / Operating Manager

Carl Robinett

5100 Calamity Lane
Placerville, California 95667

healinghoovesatrobinnetranch@gmail.com

Step 3: Acknowledgment

The Program Director or designated representative will acknowledge receipt of the grievance within **24 hours** as well as contacting Client Service Coordinator (if applicable) within the same **24 hours**.

Step 4: Investigation

Healing Hooves at Robinett Ranch will conduct an impartial review of the grievance, which may include:

- Interviewing the individual submitting the grievance
- Interviewing staff, volunteers, or witnesses
- Reviewing relevant documentation
- Evaluating applicable program policies and procedures

All information will be handled confidentially to the greatest extent possible while allowing for a fair and thorough investigation.

Step 5: Written Decision

A written response will generally be provided within **ten (10) business days**, to all applicable parties after the grievance is received. The response will include:

- Summary of the concern
- Findings of the review
- Any corrective actions, if applicable
- Information regarding the appeal process

If additional time is required due to the complexity of the grievance, the individual(s) will be notified in writing of the reason for the delay and the anticipated completion date.

Step 6: Appeal Process

If the individual is not satisfied with the decision, a written appeal may be submitted within **ten (10) business days** of receiving the written response.

The appeal will be reviewed by the Healing Hooves at Robinett Ranch Board Member or another designated individual who was not directly involved in the original review.

A final written decision will be issued within **fifteen (15) business days** after receipt of the appeal.

Non-Retaliation

Healing Hooves at Robinett Ranch strictly prohibits retaliation against any participant, family member, employee, volunteer, contractor, or representative who files a grievance or participates in an investigation in good faith. Individuals may express concerns without fear of discrimination, intimidation, or adverse treatment.

Confidentiality

All grievances and investigation records will be maintained in a secure and confidential manner. Information will only be shared with individuals who have a legitimate need to know in order to investigate or resolve the concern, or as otherwise required by law.

Record Retention

Healing Hooves at Robinett Ranch will maintain grievance records for a minimum of **five (5) years**, or longer if required by applicable state or federal regulations.

Commitment to Quality Services

Healing Hooves at Robinett Ranch is dedicated to continuous improvement and values the feedback of participants and their families. Every grievance is viewed as an opportunity to improve the quality, safety, and effectiveness of our wellness-centered horseback riding program while maintaining the dignity, rights, and well-being of every individual we serve.