



Client Grievance and Complaint Process -VOCA/FVPSA clients

Clients who are dissatisfied with services, programs, or operations have the right to file a grievance without fear of retaliation. The Center is committed to providing trauma-informed, victim-centered services and to ensuring that all concerns are addressed promptly and respectfully.

Grievances may be submitted in writing by emailing **mpaulo@thecenterlv.org** or in person at the reception desk located in the main office lobby at **401 S. Maryland Parkway**.

Upon receipt of a grievance, the assigned advocate, therapist, and/or appropriate program director will review the concern and meet or communicate with the client to seek resolution. If the matter is not resolved at this level, the grievance will be escalated to the **Chief Clinical Officer** for further review and resolution.

Clients also have the right to file complaints with external oversight agencies, including:

Nevada Attorney General's Office

Grants Unit Division
100 North Carson City Street
Carson City, NV 89701
Phone: 775-684-1110

U.S. Department of Justice

Civil Rights Division
950 Pennsylvania Avenue NW
Washington, DC 20530
Civil Rights Hotline: 888-848-5306