

Grievance Process

A grievance or a complaint is something you are unhappy about related to your service or experience with New Hope Ministries.

You have a right to complain if:

- You are not happy with a service or experience at New Hope Ministries
- You are not happy with a staff member or volunteer of New Hope Ministries

We will:

- Deal with grievances fairly
- Talk with you to try to work it out
- Keep the grievance private from people not involved
- Tell you who else can help you if you need more help

What you can do:

- Be patient and polite
- Talk to the person who is making you unhappy
- Talk to the staff person in charge
- Write down your problem. You will be contacted by our Grievance Committee, who will try to help you solve your problem.

Mail your written grievance to:

Executive Director
PO Box 448
Dillsburg, PA 17019

Please describe the problem you are having, what you would like to happen, and what steps you have already taken to try and resolve the problem. Please include your contact information. You should receive a response from us within five business days.