



STLHELP Grievance Policy

Purpose

To provide a fair and transparent process for addressing concerns from clients, staff, volunteers, and community partners.

Who May File a Grievance

- Clients or caregivers
- Staff
- Volunteers
- Community partners

Process

1. Submission

Grievances may be submitted:

- In writing (email or form), St. Louis HELP
9709 Dielman Rock Island Industrial Drive
St. Louis, MO 63132
- By phone: Call 314-897-4357, ext. 4
- In person: Visit the STLHELP warehouse during open hours.

2. Acknowledgment

STLHELP will acknowledge receipt within **3 business days**.

3. Review

The concern will be reviewed by leadership (Executive Director or designee).

4. Resolution

A response will be provided within **10 business days**, when possible.

5. Appeal

If unresolved, the concern may be escalated to the Board of Directors.

Non-Retaliation

STLHELP prohibits retaliation against any individual who files a grievance in good faith.

Approved by Board of Directors, January 15, 2026