GRIEVANCE PROCEDURES (family)

Every family is provided with a survey which welcomes and encourages feedback on their experience at La Piñón. Those surveys are anonymous and are reviewed by the Executive Director after they are filled out, who will determine if and what actions need to follow.

It is understood that, from time to time, there may be disagreements among families and team members regarding the forensic interview, the interviewer, the advocate, or other La Piñón staff members and/or services. It is the goal of La Piñón to have open and honest feedback from families receiving services and team members in order to provide the highest quality of services.

In the event that this should occur, the following procedures should be followed:

- The family is encouraged to address their concern with the staff member whom they have a grievance with as soon as possible.
- Should the family feel they cannot address the La Piñón staff member directly, or if the situation cannot be resolved in this manner, they may contact the La Piñón Executive Director in writing at stacey@lapinon.org.

If you or your family members have any further concerns, suggestions or even complaints that are not addressed during your visit to La Piñón, we invite you to call the La Piñón office and speak with the Executive Director.

GRANT FUNDING SOURCES

**NM Coalition of Sexual Assault Programs, Inc.**  
Attn: Kim Alberta  
3909 Juan Tabo NE Ste. 6  
Albuquerque, NM 87111

**City of Las Cruces**  
Attn: Natalie Green  
PO Box 20000  
Las Cruces, NM 88004

**NM Behavioral Health Services Division Commission**  
8801 Horizon Blvd. NE Ste. 260  
Albuquerque, NM 87113

**NM Crime Victims Reparation**  
Attn: Frank Zubia  
6200 Uptown NE STE 210  
Albuquerque, NM 87110

**Dona Ana County Finance**  
845 N Motel Blvd  
Las Cruces NM 88007

**CYFD**  
PERA Building Room 101  
1120 Paseo de Peralta  
Santa Fe, NM 87501

**NM Dept. of Health**  
1190 S St Francis Dr