



KIWA Complaints Policy

Purpose

KIWA's Complaints Policy seeks to provide a transparent process for clients of KIWA's program services or members of the community who have been reached through any of KIWA's outreach programs to communicate and receive a response to complaints about the quality of the services provided and/or the manner in which services were provided.

What is a complaint?

At KIWA, a complaint is a good-faith expression of dissatisfaction made directly to KIWA, related to one or more of its program services, and where a response or resolution is explicitly or implicitly expected. Any client or other recipient of services who is dissatisfied with one or more of KIWA's program services, for any reason, may contact KIWA to complain.

KIWA's Commitment

- KIWA commits to review complaints in a fair, transparent, and timely manner.
- Each complaint will be handled in an equitable manner.
- Every good-faith complaint regarding any aspect of the quality or manner of provision of one or more of KIWA's program services will receive a timely response.
- All full-time KIWA staff will be trained on the Complaints Policy and responsible for its handling.
- KIWA will periodically review and, as needed, amend this policy.
- In any year in which four or more complaints are lodged, KIWA will review them together to identify any systemic patterns in need of improvement.
- KIWA's Complaints Policy is available on our website.

KIWA Complaints Process

1. Unless you feel uncomfortable doing so, a complaint should first be made to the person or people responsible for the underlying reason for the complaint. Many complaints can be resolved informally in this manner. If you feel uncomfortable addressing the person or people directly involved, or consider it inappropriate to do so, you may address it to the KIWA management team. The management team will designate an appropriate staff or board member to investigate.
2. Complaints may be made orally or in writing, and in person, over email, over the telephone, or by mail. All complaints will receive an acknowledgement within two weeks via email if an email address is provided.
 - Email: send to info@kiwa.org. Include “complaint” in the subject line.
 - In person: speak to the KIWA staff member most closely associated with the program service about which you wish to complain, if appropriate. All full-time KIWA staff members are trained to take complaints.
 - Over the telephone: call (213) 738-9050 during business hours. Whenever possible, speak to the KIWA staff member most closely associated with the program service about which you wish to complain, if appropriate. All full-time KIWA staff members are trained to take complaints.
 - By mail: send your complaint to KIWA, 1053 S. New Hampshire Ave., Los Angeles, CA 90006
3. Any KIWA staff member receiving a written complaint is required to file it for organizational review, regardless of the outcome.
4. All complaints will receive an initial review and written response, if an email or mailing address is provided. KIWA aims to reply to all complaints within six weeks. If this is not possible, the staff member investigating will contact you to let you know where the investigation is at and when a response can be expected.
5. If you are dissatisfied with the response, you may request secondary review by the KIWA management team. Please make requests for secondary review within two weeks of receiving the response. The management team aims to respond to requests for secondary review within six weeks of the request. If this is not possible, the staff member conducting the review will contact you to let you know where the investigation is at and when a response can be expected.
6. If after secondary review you are dissatisfied with the manner in which your complaint has been handled, you may request a final review by the Board of Directors. Contact information for the Board will be provided in your secondary review response.
7. If the complaint involves KIWA’s work with the LA County Minimum Wage Ordinance Outreach and Education Services Program, a copy of the response will be sent to the County’s Project Manager within three (3) business days of emailing or mailing to the complainant.