



## **CLIENT GRIEVANCE NOTICE**

It is the policy of Catholic Charities that all clients have the right to file complaints and reach resolution. Clients have the right to file a complaint or grievance without interference or fear of retaliation. All clients receive a copy of Catholic Charities of Southeast Texas' Client Grievance Policy at Intake and you may request an additional copy at any time.

### **Contact information for Catholic Charities' staff members:**

<b>ABC Management Program Director</b>	<b>(409)924-4425</b>
<b>Elijah's Place Program Manager</b>	<b>(409)924-4433</b>
<b>Counseling Services</b>	<b>(409)924-4427</b>
<b>Disaster Response Coordinator</b>	<b>(409)924-4426</b>
<b>Immigration Services Director</b>	<b>(409)924-4413</b>
<b>Hospitality Center Director</b>	<b>(409)924-4406</b>
<b>Parish Social Ministry Director</b>	<b>(409)924-4415</b>
<b>Associate Vice President of Programs (AVPP)</b>	<b>(409)924-4427</b>
<b>President/CEO</b>	<b>(409)924-4412</b>

General agency complaints should be filed with the AVPP at (409)924-4427 or [rfertitta@catholiccharitiesbmt.org](mailto:rfertitta@catholiccharitiesbmt.org) .

### **Mailing Address:**

**2780 Eastex Freeway**

**Beaumont, TX 77703**