



## Ethical Solutions LLC Grievance Policy and Procedure

Ethical Solutions prides itself on following the ethical principles and standards as outlined by the National Guardianship Association. Should a conflict arise that questions any of Ethical Solutions professional practices, the following procedure should be followed.

1. Contact Ethical Solutions Director, Shannon Butler, to discuss any concerns via phone.
2. If you feel your concern has not been adequately addressed, please file a formal complaint with Ethical Solutions Executive Director, Shannon Butler, in writing via mail or email detailing your concerns that are unresolved.
3. All formal complaints will be addressed within 10 business days via written response from Ethical Solutions Executive Director.
4. If the concern remains unresolved to the satisfaction of all parties, a mediator or 3<sup>rd</sup> party may be requested by either party to assist with resolution.
5. Should all attempt for resolution be exhausted, the party may contact the Center for Guardianship Certification and file a formal complaint against Ethical Solutions.