

Covenant Case Management Services, LLC.  
9940 Monroe Road  
Suite 201  
Matthews, NC 28105-5347  
Fax #: (704) 908-0251



[www.CovenantToServe.com](http://www.CovenantToServe.com)

## Complaint (Policy #25)

Date: \_\_\_\_\_

Complaint Filed By: \_\_\_\_\_

Complaint Received By: \_\_\_\_\_

Issue/Concern: \_\_\_\_\_

Informal Discussion for Resolution?       YES       NO

Discussion within 72 hours?       YES       NO

Name & Title of Person(s) conducting discussion:

\_\_\_\_\_

Rights Violation?       YES       NO

Incident Report Filed?       YES       NO       N/A

DSS Notified?       YES       NO       N/A

Review Meeting Date: \_\_\_\_\_

Names & titles of Meeting Attendees: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Resolved?       YES       NO      Written Complaint?       YES       NO

If Resolved - Resolution: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Resolved Date: \_\_\_\_\_      Within Ten Days?       YES       NO

"We will faithfully honor one another's gifts by serving each other in a spirit of humility and unity"

Covenant Case Management Services, LLC.  
4410 Laurel Twig Court  
Charlotte, NC 28215-9002  
Fax #: (704) 908-0251



[www.CovenantToServe.com](http://www.CovenantToServe.com)

"We will faithfully honor one another's gifts by serving each other in a spirit of humility and unity"

Covenant Case Management Services, LLC.  
4410 Laurel Twig Court  
Charlotte, NC 28215-9002  
Fax #: (704) 908-0251



[www.CovenantToServe.com](http://www.CovenantToServe.com)

### Grievance (Policy #25)

Date: \_\_\_\_\_

Complaint Filed By: \_\_\_\_\_

Complaint Received By: \_\_\_\_\_

Issue/Concern: \_\_\_\_\_  
\_\_\_\_\_

Informal Discussion for Resolution?  YES  NO      Within 72 hours?  YES  NO

Name & Title of Person(s) conducting discussion: \_\_\_\_\_  
\_\_\_\_\_

Rights Violation?  YES  NO      Incident Report Filed?  YES  NO  N/A

DSS Notified?  YES  NO  N/A

Meeting Date: \_\_\_\_\_

Names & Titles of Meeting Attendees: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Issue Resolved?  YES  NO      Written Grievance?  YES  NO

If Resolved – Resolution: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Resolved date: \_\_\_\_\_      Within Ten Days?  YES  NO

Sent to Covenant Case Management Services, LLC.'s Human Rights Committee?  YES  NO

Legal Aid and/or Advocacy Agencies Provided (as further course of action)?  YES  NO

"We will faithfully honor one another's gifts by serving each other in a spirit of humility and unity"