

# Sweeney Youth Homes

**P.O. Box 1353 Goleta, CA 93116-1353** (805) 964-1079 Fax: (805) 681-3442 E-mail: syhomes@impulse.net

Dear Resident:

Welcome to Sweeney Youth Homes! It is important that you understand your personal rights and your ability to complain to the proper authorities if you feel it is necessary. The Manager of this group home has given you a copy of your personal rights with the community Care Licensing telephone number on the form. You are also able to call your lawyer. There is also an ombudsman number for further help. You are also free to call your probation officer as well. These are people outside of our agency who can assist you.

You are also able to access help from the Agency staff as well. We have a Grievance Form which the Manager has already shown you. When you fill out your grievance and this form is give to the Manger, it is also faxed to the Administrator. He/She will also investigate the matter and personally speak to you about it. Your probation officer will also be involved with any complaint you submit. It will be faxed to him or her. A meeting will be set up to discuss the matter with the manager, the administrator and your probation officer within two weeks.

You may also consider using the Resident Council. You have already been given a form explaining this policy. Please consider all of your avenues of complaint and utilize whatever suits you best.

Please call if I can be of any further help in explaining these policies to you.

Sincerely,

Sharon Sweeney, PhD, Executive Director

Resident Signature of receipt of this letter and a sample Grievance Form.

Signature \_\_\_\_\_ Date \_\_\_\_\_