



Disclaimer: How to File a Grievance or Complaint

If you have any grievances or complaints regarding our services, policies, or any other matters, we are committed to addressing them promptly and fairly. Please follow the steps below to file a grievance or complaint:

1. Initial Contact:
 - Please contact our Program Excellence team first to discuss your concern. Many issues can be resolved quickly through direct communication.
 - You can reach our Director of Program Excellence at 832-847-4379 or via email at: flourish@attackpoverty.org.
2. Formal Complaint Submission:
 - If your issue is not resolved through initial contact, you may file a formal complaint.
 - Complaints should be submitted in writing and include the following information:
 - Your name and contact information
 - A detailed description of the issue or concern
 - Any relevant supporting documents or evidence
 - Your desired resolution or outcome
3. Submission Methods:
 - **Email:** Send your written complaint to: flourish@attackpoverty.org
 - **Mail:** Mail your written complaint to:

Attack Poverty
Attn: Senior Director of Programs
PO Box 63
Richmond, TX 77406
4. Acknowledgment and Investigation:
 - Upon receipt of your complaint, we will acknowledge it within **5 business days**.
 - We will investigate the matter thoroughly and may contact you for further information or clarification during this process.
5. Resolution:
 - We aim to resolve all complaints within **30 business days** of receiving them.
 - You will be informed of the outcome in writing, along with any steps we have taken to address the issue.
6. Further Steps:
 - If you are not satisfied with the resolution, you may request a further review. Instructions for this will be provided in our response.