

Instructions for Grievance Form

Who may file a grievance? A grievance may be filed by any client seeing a volunteer psychotherapist who is part of the Coming Home Project psychotherapy cohort, or any individual participating in a Coming Home Project retreat, educational class or support group. We encourage you to first try to resolve the matter through informal discussion. If the matter cannot be resolved informally, you may wish to make a formal complaint.

To whom shall I address my complaint, and who will read and respond to my complaint? If you are a psychotherapy client and your grievance relates to psychotherapy services you have received, your complaint should be addressed to Dr. Loren Krane, who is the Clinical Coordinator of our volunteer psychotherapist cohort. If you are a participant in a retreat, educational class, or support group, and your grievance relates to those services, your complaint should be addressed to Dr. Joseph Bobrow, who is the Founder and President of Deep Streams Institute, d/b/a Coming Home Project. If your grievance relates to Dr. Joseph Bobrow himself, your complaint should be addressed to the Chairman of the Board of Directors of Deep Streams Institute, d/b/a Coming Home Project.

Instructions: Please fill out the information requested on the Grievance Form. You must write or type plainly enough for someone to read it. If you need help filling out the form, please tell us, and someone who is not involved in your complaint will be able to help you. Be sure to provide as much information as you can. In the section entitled “Your Statement,” provide the reason(s) for your complaint, the date the problem arose (if known), and name any individuals involved, if possible. Use additional sheets of paper if you need them.

When can I expect a reply? We will investigate your complaint and attempt to provide a written reply to the address you give us within ten (10) working days.

Where can I mail my complaint? Our mailing address is:

**Coming Home Project
1801 Bush Street, Suite 213
San Francisco, CA 94109
Telephone: (415) 353-5363**