

Grievance Process

The Nevada Department of Health and Human Services, Department of Child and Family Services (DCFS) want all domestic and sexual violence survivors to feel safe and have equitable access to services. As a funder of domestic violence and sexual assault direct service providers, DCFS wants to insure that best practices are in place for survivors of DVSA. If you have an issue with a direct service program, please take these steps first:

- Step 1. Communicate with a Staff member and/or Director at the program about the issue. If that does not resolve the issue, go to Step 2.
- Step 2. Communicate with the program Executive Director. If that does not resolve the issue, go to Step 3.
- Step 3. Communicate with the program's Board of Directors.

If you are unable to come to a resolution, please contact the Nevada Coalition to End Domestic and Sexual Violence (NCEDSV) to file a formal complaint. Phone 775.828.1115 ext. 18 or email report@ncedsv.org