

Grievance/Complaint Procedure

All forms and correspondence on the situation will be maintained in a confidential manner.

1. Participants who feel they have not been treated fairly may discuss the situation immediately with the Program Leader of the individual division or, if the Program Leader is not immediately available, staff will provide the participant with the contact information of the Program Leader. The participant may communicate with the Program Leader either by telephone, email or mail. If the participant wishes to file a Grievance, it is the responsibility of the participant to contact the Program Leader. Staff is not to engage in any further discussion on the matter with the participant.
2. Staff will notify the Program Leader of the potential grievance within 24 hours, documenting the circumstances and providing any other pertinent information.
3. Once contacted by the participant, the Program Leader will either discuss over the telephone or meet with the participant to discuss the circumstances of the complaint. Notes of this conversation will be placed in the participant's file if there is one. If there is no case file, the Program Leader is to open an *ad hoc* file.
4. If the complaint is due to a staff member's behavior and is found to be factual, the Program Leader will discuss the matter with the staff member and take appropriate disciplinary action.
5. If the participant is not satisfied with the conversation with or response from the Program Leader, the participant will be referred to the Executive Director or the person that the Executive Director designates as responsible for handling grievances.
6. The Executive Director or designee will review all documentation of all the actions taken to-date and will make a final attempt to resolve the situation with the participant as soon as possible.
7. If the participant is still not satisfied, the only remaining internal recourse is to begin the formal appeal process.

Formal Appeal Process

The appeal process begins with the participant securing a "Participant Appeal Form" that is available upon request at all three of CAC's offices. If the Executive Director or designee is unable to resolve the matter to the participant's satisfaction, the Executive Director or designee should offer the Participant Appeal Form to the participant.

1. The participant needs to complete and sign the Participant Appeal Form and mail it and any supporting documentation to the Executive Director or designee.
2. If the participant completes the form at a CAC office, staff needs to route the form and any attachments to the Executive Director or designee within two days.

3. Within two business days of receiving the completed Participant Appeal Form and any attachments, the Executive Director or designee is to contact the participant to acknowledge receipt.
4. Within 20 business days of receipt of the written appeal and complete information, the Executive Director or designee will form an Appeal Panel from among the Board of Directors and schedule a meeting of the Panel for the presentation of the appeal.
5. The Executive Director or designee will notify all Panel members and the participant as to the date/time/place of the meeting. The participant may bring any additional information or individuals to the meeting.
6. At the Appeal Meeting, the Appeal Panel will review the Participant Appeal Form and any supporting documentation submitted with the Participant Appeal Form. The Appeal Panel will review any documentation that staff has submitted to the Executive Director or designee. The Appeal Panel will permit the participant or a representative of the participant to make a statement if they so wish. The Appeal Panel may ask questions of the participant or the participant's representative, or of the Executive Director or designee. The Appeal Panel will deliberate and make a determination.
7. Within 30 business days of the meeting, a representative of the Appeal Panel will inform the participant in writing of the determination made by the Appeal Panel.
8. The Appeal Panel will inform the full Board of Directors of the appeal and its determination at the next regularly-scheduled meeting of the Board.
9. The Executive Director or designee will inform the Program Leader if there are any programmatic or disciplinary actions to be taken.
10. The determination reached by the Appeal Panel is the final internal, Agency determination.

Contact Information for Executive Director:

Amber Duddy, Executive Director
 (608) 246-4730
 aduddy@cacscw.org

I/we have read this policy and understand it.

Primary Participant Contact _____ Date _____

Additional Adult _____ Date _____

Received by (CAC Staff) _____ Date _____