

GRIEVANCE PROCEDURE

You have the right and we encourage you to express your opinions or concerns, and we use this information to help us serve you and other people better in the future. If you wish to make anonymous comments, a suggestion box is available for written notes (no form is needed).

If you, your family member, or another person involved in your planning and services have a concern/complaint about the Agency or feel your rights have been violated, please follow the following procedure:

Reporting your concern: You or your representative (guardian, family, case manager or other person involved in your services with CWS) should tell your Program Manager first. You may state your complaint verbally or in writing, or both. If your concern directly involves the Program Manager, you should speak with that person's supervisor or ask to speak with the Site Director. To find out who supervises your Program Manager, you may ask your Program Manager, the Site Director, or other staff.

You will be allowed to state your grievance in private or to have another person with you if you wish. If you are not satisfied after talking to the Site Director, he/she will assist you in talking to the Assistant Director or President/Executive Director.

Investigation: All complaints will be investigated by the appropriate persons and will begin immediately after you give us enough information to do so.

Timeframes for resolution: Every effort will be made to investigate and remedy your concern as quickly as possible. Most issues will be resolved within one week of the complaint. For issues that need to be addressed by client rights/quality assurance, upper management or the Board of Directors, decisions will be made within 30 days of the complaint, if possible.

Documentation: If you wish the Agency to respond to you in writing, you must ask us to do so in writing. You must tell us that you want a response in writing no later than the day we discuss our decision with you or your representative.

This is just a summary of what you should do if you have a complaint. The full Grievance Procedure can be found in your Handbook for Persons Served.