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## **Internal Grievance Policy**

It is the desire of CCI Employment and Development Center to swiftly find resolution for all complaints, whether formal or informal. However, it is recognized that there may be times when complaint resolution may need to be handled through a formal grievance procedure which provides participants the opportunity to challenge a decision made by CCI personnel. Individuals who wish to file a formal complaint or grievance are encouraged to act promptly so as to ensure that CCI Program Manager may respond to and address the issue promptly. Filing a formal complaint or grievance will not result in retaliation to the complainant, nor will it lead to barriers to service.

Each individual, family, or advocate should report questions and or concerns relating to program initially to direct care staff who will report to the Program Supervisor. Informal procedures include a verbal discussion with the staff and Program Supervisor. This is the first step to any concerns or questions participants have about their program or services. Individuals are encouraged to voice concerns and questions at any time. Solving problems as they arise is key to successful support. This includes the decision for participants to choose staff and others with whom they prefer to interact.

If, however, a concern, question or problem is unresolved to the satisfaction of the participant, he or she and/or his or her support team should state the grievance in writing. If the concerned party feels that CCI has not dealt with the concern appropriately, the matter should then be directed to the Program Manager. Initially this contact can be made verbally but should be followed with a written statement of concern. The Program Manager will review the concern and if needed arrange a meeting between all parties involved including the Regional Center Service Coordinator. Whenever possible, grievances should follow the appropriate chain of command. Each individual can contact his or her Regional Center Service Coordinator anytime during the grievance process.

If a participant is, for any reason, dissatisfied with the services provided by CCI Employment and Development Center, he or she has the right to utilize the following Grievance Procedures:

1. The participant should communicate the issue or concern with his or her direct line staff (i.e. community trainer or job coach). The staff should respond back to participant verbally within five (5) working days.
2. If the participant is not satisfied with the response, he or she should communicate the issue or concern to the Program Supervisor. The Program Supervisor should respond back to participant verbally within five (5) working days.
3. If the participant is dissatisfied with the Program Supervisor's response, he or she can write out the concern or problem and submit to Program Manager. If the participant needs help writing down his or her concern or grievance, an advocate will be appointment to assist him or her. The Program Manager will then answer, in writing, within five (5) working days. Once a grievance has

reached the Program Manager level, all responses to a participant's grievances will be made in writing.

4. If the issue still remains, even after Program Manager's response, the Executive Director should be contacted. The Executive Director will then arrange a meeting with the participant, the Program Supervision, Program Manager and the direct-line staff. This meeting is to be held within 7 to 10 business days of date of contact with Executive Director.

If the participant's grievance is not resolved through the above process, a meeting between the Executive Director, Program Manager, and Regional Center Service Coordinator will be arranged in an attempt to resolve the grievance.

Whenever possible, complaints should follow the steps listed above. Participants are allowed to have an advocate (parent, guardian, care provider, relative or concerned other person) present at any meeting which address the grievance. Participants are also allowed to have a representative from the Area Board on Developmental Disabilities speak on their behalf at any time during these meetings. All meetings will be in a language the participant can understand. If an interpreter is needed, the participant may bring his or her own, or CCI can assist the participant in finding one.

In order to ensure that this procedure is readily available to the participants, the grievance procedure is reviewed at a minimum and in an understandable manner at intake during the program orientation and annually thereafter at the time of the annual review.