



*"Providing opportunities for our Horizons family to develop their full potential in a positive atmosphere."*

## **Grievance Policy and Procedure**

**Grievance Steps.** Whenever you have a conflict with someone that you are unable to resolve, or if you are unhappy with services you are receiving, you are encouraged to talk to your Manager or other people on your support team.

If you are not able to come to a satisfactory solution with your support team, you can file a Grievance/Complaint Form (see attached form).

**Step 1:** You can ask your Manager to help you complete a grievance on the form to describe the issue. Your Manager will report any action taken to this point and then send the Grievance/Complaint Form to the CEO/Residential Director if issue is related to residential services or Associate Director if issue is related to vocational services within 24 hours.

The CEO/Director will review your Grievance Report and will then meet with you and/or your guardian to talk about the grievance. The CEO/Director will go over the Grievance/Complaint Form and try to settle the issue. The CEO/Director will write a report within five (5) working days of receiving the Grievance. Copies will be sent to you and all people involved.

**Step 2:** If you are not satisfied with the results of step 1, you can file another grievance/complaint and give to CEO. The CEO will talk with you and/or your guardian about the problem.

A committee may review the grievance/complaint if the CEO asks for it for step 2. The committee will include the Manager and others as asked to serve on the committee by the CEO.

CEO will write a response within five (5) working days after receiving the Grievance from step 2. Copies will be sent to you and all people involved.

Legal help is available in trying to resolve the problem. Your assigned Manager and/or Case Manager can help you in contacting legal counsel or an advocacy group. Copies of all Grievance Reports will be forwarded to the CEO.

**You have the right and will be protected for filing a grievance. Under NO circumstances will you be subjected to any form of retaliation, humiliation or loss of any services for filing a grievance.** Any employee found to interfere with this process is subject to disciplinary action that can include employment termination.

This policy is to be added to Member's Handbook and reviewed within 14 days of beginning of services and annually thereafter with individuals served.