



GRIEVANCE PROCEDURE

1. Basis for Appeals

- A. If a consumer is denied services by ILRC staff or volunteers or is dissatisfied with the nature of services received, he/she may file an internal grievance.
- B. An internal appeal is not required, but is encouraged, prior to a complaint being made with the Missouri Protection and Advocacy Service Client Assistance Program (CAP).

2. Procedure

- A. Complaints may be made verbally or in writing.
- B. All complaints should be made to the Executive Director.
- C. A complaint should normally be made within 15 working days of the date service was denied or services delivered.
- D. When the complaint is received, an informal conference will be scheduled to discuss and attempt to find solutions for the problem.
- E. If the consumer disagrees with the decision of the Executive Director, a written grievance shall be filed within 15 working days of the conference with the Executive Director. This grievance should specify the reasons for the grievance and what resolution he/she is seeking.
- F. The appeal shall be heard by a grievance committee, consisting of the Board President or his/her designate, and two Board Members to be appointed by the Board President.
- G. The consumer has the right to speak at this hearing, to present additional information or witnesses, to question any person providing information at this hearing and to review materials in their case files.

3. Client Assistance Program (CAP)

- A. All consumers shall be provided with a copy of the Protection and Advocacy Service Client Assistance brochure.
- B. The services offered by CAP will be explained at intake, particularly as they related to appeals regarding service delivery by the Independent Living Center.
- C. Copies of the CAP brochure shall be maintained at the receptionist desk and resource library for easy access by consumers and the general public.

All Consumers will be provided with a copy of this procedure at intake and its contents shall be fully explained by the staff member or volunteer providing services.

Executive Director, Frank Nease

7-28-1997

Date