



## Community Interface Services Grievance Procedure

Community Interface Services is committed to upholding ethical standards in service delivery and respecting and protecting participants' rights. No eligible participant will have their rights denied, be excluded from participation, or discriminated against because of

- Race
- Creed
- Color
- Age
- Disability
- National Origin
- Sex
- Political Affiliation
- Sexual Orientation
- Beliefs
- Any other basis protected by federal, state, or local law, ordinance, or regulation

Community Interface Services (CIS) maintains a grievance procedure for resolving service delivery related concerns between the agency and recipients of, or applicants for, service.

If you feel that you have been denied any of the opportunities described above or have been discriminated against on the basis of the conditions listed above, you have the right to initiate a grievance by following the steps outlined below.

You may not be penalized in any way for initiating this procedure; it will not be considered as reflecting unfavorably on you, your supervisor, or your direct service staff. All grievances will be handled confidentially.

1. The grievance must be submitted in writing to the Community Interface staff person assigned to you within 90 days of the alleged occurrence.
  - Community Interface will provide assistance in writing the grievance if the need is expressed.
  - If you or anyone else feel that your rights will not be properly protected, the Office of Client's Rights Advocacy may appoint a representative to assist you.
2. To facilitate prompt consideration
  - Your staff person will call a meeting in a timely manner (i.e., within 15 business days, barring any extenuating circumstances) between the

staff, your representative (if any), and you (the participant).

- If the grievance is not resolved during this meeting, it will be submitted to the staff person's supervisor.

3. To facilitate prompt consideration, the supervisor will

- Call a meeting in a timely manner (i.e., within 15 business days, barring any extenuating circumstances) between themselves, the staff person, you (the participant), and your representative (if any).
- If the grievance is not resolved at this meeting, it will be forwarded to the Community Interface executive director.

4. To facilitate prompt consideration, the executive director or designee will

- Call a meeting in a timely manner (i.e., within 15 business days, barring any extenuating circumstances) between all parties involved for a final resolution.

Upon completion of the process, the staff member who called the final meeting will notify all parties involved within 30 days (in writing) of any actions to be taken as a result of the grievance.

You may ask Regional Center or the Office of Client's Rights Advocacy for a review of the decision.