

## **Grievance Policy**

Connecting Point is committed to providing the best possible conditions for Connecting Point consumers to receive services. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives consideration and a timely response from Connecting Point staff.

Connecting Point strives to ensure fair and honest treatment of all Connecting Point consumers in an atmosphere of mutual respect. Connecting Point consumers are encouraged to offer constructive criticism and suggestions. If a Connecting Point participant disagrees with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No Connecting Point participant will be penalized for voicing a complaint or for using the following Problem Resolution Procedure.

## **Problem Resolution Procedure**

If a situation occurs that you believe is affecting you unfairly, you are encouraged to make use of the following steps. You may discontinue the procedure at any step.

1. Discuss the problem informally with Connecting Point staff. We hope the majority of concerns will be resolved this way.
2. If the matter cannot be resolved through informal discussion, the grievance should be put in writing and submitted to the Connecting Point Program Manager or the Connecting Point Executive Director for investigation. The complaint will be treated confidentially.
3. A written response will be provided within 5 working days.
4. If you are not satisfied with the resolution, an appeal may be made to the Connecting Point Governing Board in writing.
5. The Board decision will be provided in writing within 35 days.

This policy only addresses policies and practices of Connecting Point programs and services.