

## **GRIEVANCE PROCEDURE**

It is the intent of WORKSOURCE EAST to provide a simple, effective process for students to bring problems and complaints to the attention of management. All students are entitled to voice any complaints or problems you may have during your training. We encourage students to make every effort to resolve their complaint before filing a grievance. If these attempts to informally resolve your complaint(s) are not satisfactory, you should follow the procedure outlined below.

Grievances can be filed by the student, their family or other responsible party on behalf of the student, e.g., community case manager, and vocational rehabilitation counselor. At any step of the grievance process, you may choose to have someone else help you prepare your grievance, and you may choose to have someone represent you or accompany you to any meetings concerning your grievance.

### **THE FILING OF A GRIEVANCE SHALL NOT RESULT IN ANY RETALIATION OR BARRIERS TO FURTHER SERVICES.**

**STEP 1:** Grievances should be filed with your case manager in writing. The case manager will make every effort to resolve the issue at his level. You will receive a written response to your grievance within two (2) working days. The case manager will also forward a copy of this response to the Support Services Director.

**STEP 2:** If the grievance is not resolved to your satisfaction, you may file a written appeal to the Support Services Director. You have three (3) working days from the day you received the Step 1 written response to file this appeal. The Support Services Director will respond in writing within three (3) working days. A copy of this response will also be forwarded to the Facility Director.

**STEP 3:** If the grievance is still not resolved to your satisfaction, you may appeal to the Facility Director. You have three (3) working days from the day you receive the Step 2 written response to file this appeal. The Facility Director will respond in writing to the grievance within three (3) working days.

**STEP 4:** If dissatisfied with the Facility Director's decision, you may appeal to the Client Assistance Program (CAP). You can contact a CAP representative by calling toll free 1-800-215-7227 or 919-855-3600 (voice or TTY).

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**Step 1:** Put it in writing. 



Give it to your case manager.

Wait 2 days for a response.

If you are not satisfied with the results, go to step 2.

**Step 2:** Put it in writing. (Within 3 days) 

Give it to the Support Services Director.



Wait 3 days for a response.

If you are not satisfied with the results, go to step 3.

**Step 3:** Put it in writing. (Within 3 days) 

Give it to the Facility Director.



Wait 3 days for a response.

If you are not satisfied with the results, go to step 4.

**Step 4:** Client Assistance Program (CAP)

Toll Free: 1-800-215-7227 or 919-855-3600