



Deaf Counseling Advocacy & Referral Agency (DCARA) CLIENT AND COMMUNITY GRIEVANCE PROCEDURES

I. WHAT IS A GRIEVANCE?

A "grievance" is a complaint made by a client or a community member about a service, staff member, or a policy of Deaf Counseling Advocacy & Referral Agency (DCARA). A grievance must be made within 30 days after the date that the problem happened. The grievance will be handled by a supervisor.

II. HOW TO MAKE A GRIEVANCE

A grievance can be made in one of the following ways:

- Fill out the Complaint Form (page 2) and submit it to the department supervisor in which the problem happened.

- OR -

- You can ask to see the department supervisor and explain your situation in person.

WHAT HAPPENS WHEN A GRIEVANCE IS SUBMITTED?

STEP 1

The supervisor will investigate your complaint and send you a reply within five (5) working days after the date that you filed the complaint. The supervisor will respond to the complaint by recommending:

- (A) an action
- (B) no action

The supervisor's investigation will include information from all persons involved in the complaint, including:

- (A) the person making the complaint,
- (B) the staff person, if any, who provided the service,
- (C) the supervisor, if any, of the staff person, and
- (D) any other person involved in the problem

STEP 2

If you are not satisfied with the reply from the supervisor, you may send a copy of your complaint along with the reply from the supervisor for review by the Executive Director. The Executive Director will send you a written reply within 10 working days after receiving your complaint. The supervisor's decision will be considered final.

III. WHAT IF THE COMPLAINT INVOLVES THE EXECUTIVE DIRECTOR?

1. If your complaint involves the Executive Director, then you should give your complaint directly to him or her.
2. The Executive Director will send you a written reply within 10 working days after receiving your complaint.
3. If you are not satisfied with the Executive Director's reply, you may send your complaint, with the Executive Director's reply, to the President of the DCARA Board of Directors.

IV. WHAT ACTION(S) CAN BE RECOMMENDED IN A GRIEVANCE?

You may recommend that:

1. DCARA change an existing service or establish new service.
2. DCARA change an existing policy or establish a new policy.
3. A staff person should be warned or reprimanded.
4. Any action that would satisfy your complaint.



GRIEVANCE / COMPLAINT FORM

NAME OF PERSON MAKING THE COMPLAINT:

ADDRESS:

PHONE NUMBER:

EMAIL ADDRESS:

NAME(S) AND TITLE(S) OF DCARA STAFF, IF ANY, WHO IS PROVIDED THE SERVICE:

DATE, PLACE AND DESCRIPTION OF WHAT HAPPENED, OR POLICY DISAGREEMENT:

REASON FOR THE COMPLAINT: WHY DO YOU FEEL THAT SERVICE, POLICY OR INCIDENT WAS NOT APPROPRIATE?

WHAT DO YOU WANT TO SEE HAPPEN THAT WILL SATISFY YOUR COMPLAINT?

ANY MORE INFORMATION THAT YOU WANT TO INCLUDE? (USE ADDITIONAL PAPER IF NECESSARY):