



## ***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 DCARA.

A grievance must be made within 30 days after the date that the problem happened.

The grievance will be handled by a DCARA supervisory staff member or Executive Director.

### **I. HOW TO MAKE A GRIEVANCE**

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

- You can fill out a **DCARA Grievance/Complaint Form** available at any DCARA office location and on DCARA’s website, and give it to the Supervisor of the department and office (City) in which the problem happened. Our departments include: Client Support Services, Employment Development Department, Accounting and Administrative Services, or Community Relations.

Or

- You may call to make an appointment to see or talk with a Supervisor in any department. To find out the contact information of the Supervisor in each department, contact: [info@dcara.org](mailto:info@dcara.org).

### **II. WHAT HAPPENS WHEN A GRIEVANCE/COMPLAINT 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:

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 with satisfied with the Supervisor's reply, you may send a copy of your complaint, with the Supervisor's reply, to the Executive Director at DCARA headquarters. The Executive Director will send you a written reply within seven (7) working days from the date it was received. It will tell you the reasons why the Executive Director agrees or disagrees with the Supervisor's recommendations. The Executive Director'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 five (5) working days after receiving your complaint.
3. If you are not satisfied with the Executive Director' reply, you may send your complaint, with the Executive Director's reply, to the President of the DCARA Board of Directors. The President of the DCARA Board will send you a written reply within seven (7) working days from the date it was received. It will tell you the reasons why the President of the DCARA Board agrees or disagrees with the Executive Director's recommendations. The President of the DCARA Board's decision will be considered final.

# DCARA Grievance / Complaint Form

Today's Date: \_\_\_\_\_

Name of person making the complaint: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_ V / VP / TTY

Pager: \_\_\_\_\_

Email address: \_\_\_\_\_

1. Name(s) and Title(s) of DCARA staff, if any, who is provided the service:

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2. Date, place and description of what happened, or policy disagreement:

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3. Reason for the complaint: why do you feel that service, policy or incident was not right appropriate.

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4. What do you want to see happen that will satisfy your complaint?

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5. Any more information that you want to include? (Use additional paper if necessary):