

# Grievance Procedure

# CAP

COMMUNITY ACCESS PROGRAM

# GRIEVANCE PROCEDURE



## WHAT IS A GRIEVANCE?

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A grievance is when you are not happy with services or quality of services that you receive.



No one at CAP is allowed to punish or discriminate against you because you decided to file a grievance.

## **Making a Grievance:**

Many people find it hard to make a grievance.



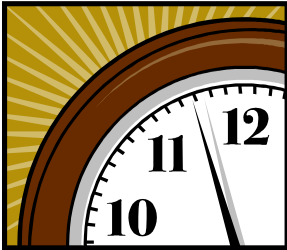
Your guardian, a friend or a family member can help you make a grievance.

Some people get help from a friend, family member, advocate, or supporter.

**Remember:**

If you need help, give this booklet to your guardian, if you have one, or to a friend or family member. These people can help you.

## HOW MUCH TIME DO I HAVE TO MAKE A GRIEVANCE?



You have 60 days from the day you decide you are not happy to file a grievance.

## HOW DO I MAKE A GRIEVANCE?



You may file a grievance verbally or in writing.

## WHO DO I LET KNOW THAT I HAVE A GRIEVANCE?

IF YOU WANT TO FILE A GRIEVANCE IN WRITING YOU WILL NEED TO SEND A LETTER TO:

*Grievance and Appeal Coordinator*  
*RUTLAND MENTAL HEALTH SERVICES*  
*PO BOX 222*  
*RUTLAND, VT 05702*



IF YOU WANT TO FILE A GRIEVANCE VERBALLY YOU CAN CALL:



*Grievance and Appeal Coordinator*

802-775-2381

## Grievance Procedure

YOU MAY ALSO SEND A LETTER TO THE DIVISION OF DISABILITY AND AGING SERVICES (DDAS) TO REQUEST AN APPEAL. YOU SHOULD SEND YOUR LETTER TO:

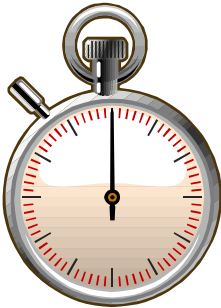
*DIRECTOR OF INDIVIDUAL SUPPORT UNIT  
DIVISION OF DISABILITY AND AGING SERVICES  
103 SOUTH MAIN STREET  
WATERBURY, VT 05671*



Remember you have 60 days to file your grievance!!



## WHAT HAPPENS AFTER I FILE A GRIEVANCE?



CAP has 90 days to respond to your grievance.

CAP may ask to meet with you to try to work things out. If you do go to talk with someone from CAP, it is a good idea to bring someone with you that you trust.



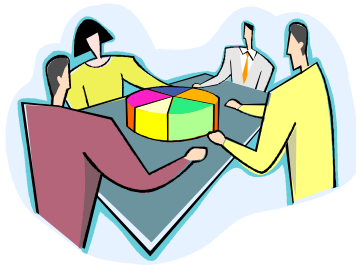
CAP will put their findings in writing for all grievances and send you a letter.



**WHAT IF I DO NOT LIKE THE ANSWER FROM THE CAP DIRECTOR?**



You can ask for a **Grievance Review** within ten (10) days after you receive the decision from CAP.



**YOU WILL NEED TO SEND A LETTER TO:**

**Grievance Procedure**

*Grievance and Appeal Coordinator  
RUTLAND MENTAL HEALTH SERVICES  
PO BOX 222  
RUTLAND, VT 05702*



**YOU MAY ALSO SEND A LETTER TO THE  
DIVISION OF DISABILITY AND AGING  
SERVICES (DDAS):**

*DIRECTOR OF INDIVIDUAL SUPPORT UNIT  
DIVISION OF DISABILITY AND AGING SERVICES  
103 SOUTH MAIN STREET  
WATERBURY, VT 05671*



**CAP Will send you a letter that they have received  
your request for a grievance review within five (5)  
days.**

## Grievance Procedure

The Grievance Review is intended make sure that the grievance process has been followed and that the answer from CAP is consistent with the facts.

You will receive a final response in writing.

### WHAT IF I STILL DO NOT LIKE THE ANSWER FROM CAP?



You can contact the Disability Law Project by calling them at 1-800-747-5022. They are a free service who may be able to help you.