

### Participant Concern Resolution Process - Form

Policy #120 Participant Concern Resolution and Appeal Procedures

Procedure: Any participant can share a concern regarding the following:

1. A complaint against a fellow participant should be shared with the respective Group Leader, who will then notify the Executive Director and decide what action should be taken.
2. A complaint against a Group Leader should be shared directly with the Executive Director, who will then inform the Board and decide the action to be taken.

Procedure: Any participant concern or dissatisfaction with services shall take the following steps:

#### Informal:

1. Participant/Advocate is encouraged to discuss his/her concern with the Group Leader.
2. If the issue has not been satisfactorily resolved he/she may enter into the formal procedure as described below.

#### Formal:

Submit the complaint in writing to the Executive Director, who acknowledges receipt of complaint within three (3) working days.

The Executive Director will then establish a meeting in a timely manner to discuss the issue.

1. The Executive Director shall review all of the information and respond in writing within a reasonable time frame, extenuating circumstances may affect response time. If he/she is still dissatisfied then;
2. Submit the complaint in writing to the Board of Directors prior to the next Board meeting;
3. Present the concern to the Board of Directors, the Board of Directors to respond in writing within five (5) days of this meeting;
4. Final decisions shall be with the Board of Directors. Participants/Advocates shall be notified of this decision as soon as possible.

All interactions shall be documented and maintained in the participant's record.

Please fill in the following areas to help us understand the nature of your concern.

1) What you are appealing:

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2) Reason(s) for your appeal:

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3) Suggestions or requests for resolution:

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4) Additional information you would like to provide

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We thank you for taking the time to bring this concern to our attention. We will thoughtfully consider your concerns.