

**Grievance Procedure:
What You Can Do If You're Not Happy with Your Services from JNCS**

At Jay Nolan Community Services, we know that supporting people to live valued lives in the community is a complex and often challenging endeavor. We also know that there may be conflicts and disagreements from time to time about the best ways to accomplish this goal. We offer the following process **for the individuals we support and their families** to pursue a resolution of conflicts or problems.

JNCS' Commitments:

- to help the individual and his/her circle of support to resolve conflicts quickly and effectively;
- to try to find a resolution that stays true to the core values that we believe in;
- to assure that issues can be raised in confidence and without fear of reprisal;
- to make every effort to investigate and settle a problem on a fair and equitable basis; and
- to assure everyone has been informed of this process and is supported to use it.

Steps to Take to Work Toward a Resolution of a Grievance or Conflict:

(NOTE: Each of these steps is intended as a possible tool to use to resolve the conflict. If you do not feel comfortable taking that step, you can skip to the next step. If a step does not work to resolve the issue, go on to the next step. Timelines can be adjusted by mutual consent of involved parties. They can also be altered by the need to gather more information.)

Talk with the **person that you have an issue with**. Explain your concern and ask for his/her view of the issue. See if the two of you can resolve the issue. If the person has an organized circle of support, you can also take the issue to the **circle** if appropriate.

If the individuals involved and the circle cannot resolve the issue through informal means, talk with the **Supervisor** of the program. He or she will look into the matter and respond to your concern *within 3 working days*.

If talking alone does not resolve the issue to your satisfaction, put your concern or grievance in writing. Send it to the **Program Director** of the program in question. The Program Director will respond in writing to the grievance *within 5 working days*.

If the previous steps still do not resolve the issue, then you can send your written grievance to the **Executive Director**. He or she will respond in writing to you *within 10 working days*.

If you are not happy with the results of the previous steps, you have ten days to appeal to the Human Rights Committee of JNCS Board of Directors. The HRC will look into the matter, request additional information if needed, and recommend its decision to the Board within thirty days. The Board will make its decision at its next meeting.

I have read this procedure and will use it if I have a problem or concern:

Signed: _____ Print Name: _____ Date: _____

Name of Person Served: _____ Your Relationship to Person: _____

Approved by the B.O.D. April 19, 2011