



Grievance Procedure

The OPTIONS Family of Services, Inc., Board of Directors recognizes that

1. When persons receiving services, or employee has a grievance or issue with an OPTIONS' policy, house rule, another client or employee, or incident, or if an issue regarding the operation of services operated by OPTIONS, the following procedures will guarantee the rights of any persons with a grievance. The following procedures will be followed, in order, to ensure that all grievances will be resolved as expeditiously and as simply as possible. In all measures described below, the persons filing the grievance has a right to receive verbal and/or written documentation of any discussion regarding the grievance.

Any person filing a grievance has the right to:

- a. Discuss the problem with the immediate supervisor. If the problem is not resolved within a week of the discussion, then:
- b. Discuss the problem with the department manager. If the problem is not resolved within a week of the discussion, then:
- c. Discuss the problem with the Chief Executive Officer (CEO). If the matter is not resolved within a week of the discussion, then:
- d. Write a formal grievance/complaint letter addressed to the CEO. The CEO is responsible for responding, in writing, within 20 working days of the receipt of such a letter and will include an outline of the action to be taken. If the matter is not resolved, then:
- e. Write a formal grievance/complaint letter addressed to one or more members of the OPTIONS' board of directors. The letter should include any actions that are believed to resolve the problem. Any OPTIONS board member in receipt of a such a letter may, at their discretion, convene a special board of directors meeting within 20 days of receipt of the letter to address the grievance/complaint. The board of directors as a whole will then be responsible for responding, in writing, to the person or persons filing the complaint. This written response will be sent to the author of the grievance/complaint within 10 days of the specially convened board meeting, and will outline any and all board action taken in the matter. If a board member(s) who receives the letter, decide that no action is necessary, the board member(s) will respond to the author of the letter, in writing, within 20 days of receipt of the letter, outlining the reason for their decision not to take any action. The boards action on the particular issue will be final.

- f. Contact the appropriate State Agency case worker assigned to the pertinent case and wither discuss the matter, or write a formal complaint. The Program Manager, or Chief Executive Officer, is responsible for providing the name, address and telephone number of the appropriate case worker. If the matter is not resolved, then:
 - g. Contact Developmental Disabilities Area Board IX (805) 682-8374 and discuss the matter, or write a formal complaint. Although the developmental Disabilities Area Board has no formal jurisdiction to take action in the case of a grievance, Area Board members can give information as to what further action the party with the grievance can take. If the matter is still not resolved, then:
 - h. Contact the Specific State of California agency which might best address the specific problem.
2. The CEO will maintain a log of all grievances submitted, including notes on progress made toward resolution.
 3. Upon request, a person receiving services may have an advocate appointed to assist in the resolution of a grievance.
 4. No reprisal will take place for any person filing a grievance.

I have read, understand, and received a copy of the grievance procedure outlined above.

Signature _____ Date _____

Witness _____ Date _____