

Grievance Procedure Acknowledgment

The following is taken directly from the Unyeway, Inc. Participant Handbook. The entire handbook is written in a question and answer format. “We” refers to Unyeway, Inc. and “You” addresses the participant.

This procedure is presented to each participant upon his or her enrollment into the program and annually thereafter. Please sign below to acknowledge the receipt of this procedure.

What can I do if I do not like my program schedule or job?

We understand if you do not like your program schedule or job. If you have made this decision after your 30-day introductory trial enrollment period, talk with your supervisor. That person will see what can be done to help you advocate for yourself, you will also be encouraged to contact your Service Coordinator throughout the grievance procedure.

Who do I talk to if I have a problem?

The first person you should talk to is your immediate supervisor. This person is the person who works with you every day and is most familiar with your program and work situation. This person can usually help you solve a problem right away.

If I do not agree with my immediate supervisor, who do I talk to?

If you disagree with what your supervisor has told you about how to solve the problem, the next person to talk to is your Case Management Specialist (Your supervisor’s supervisor). This person will discuss the issue with the supervisor and the Director to see if things can be worked out within 10 days of your initial complaint.

If you still do not agree with that person, who do I talk to?

If you still have concerns after talking with your supervisor and the Case Management Specialist and the Director’s solution, you can request a meeting with the Executive Director. She will schedule a meeting with you within 10-days of receiving your request, listen to your problem, and help you develop a plan for what to do next. A resolution will be suggested within 5 days of your meeting.

Then what?

Sometimes, no matter how hard we try, there are certain concerns that cannot be solved. If you still are not happy with the solution recommended by your supervisor, the Case Management Specialist, Director, and Executive Director we will call an ID Team meeting to decide the next step.

I _____ have received a copy of the grievance policy.
(Name of Consumer)

Consumer/Conservator’s Signature Date

Unyeway, Inc. Representative’s Signature Date