

How to report a Grievance

A grievance is an official statement of a complaint over something believed to be wrong or unfair.

Anytime you have a complaint, also called a grievance, you may report it to the Agency you work with to sort it out and get resolution. There are several ways to do this, outlined in the Agency policy and procedure, which you sign an acknowledgment for when admitted to services and every year afterwards. This handout outlines that procedure. Feel free to contact the Agency anytime for questions and support to complete the process.

			
You can write down your complaint and give it to anyone working for the Agency, they will know how to help get the problem solved.	You can send your written complaint in the mail or email it to the Agency.	You can call and report your complaint or grievance over the phone.	You can tell anyone who works with the Agency your complaint in person; they are trained on the policy and procedure and will follow the steps to get a solution.

Once the Agency has received your complaint they will begin the process of finding a solution to resolve the grievance. Everyone involved will have a say in how to fix the problem. The Agency will work with you to find an agreeable solution. This process should be completed within 10 days.

		
Discussion- Information will be gathered to understand what happened to cause the problem and how to fix it so everyone is satisfied.	Meeting- there could be a meeting to talk it through and come to a solution.	Mediation- There could be a 3 rd person involved to help lead a problem solving discussion if needed and agreed upon.

No matter how the process is handled whether through talking, meeting or if mediation if necessary, you will be a part of the process and updated along the way until resolution is agreed upon.

The Agency will keep a written record of the complaint and resolution process. The Agency is required to review all complaints on a quarterly basis and these are shared with the Case Management Agency (CMA) and made available to the State upon request. Grievances are taken seriously!

Here are some ways you can get help with this process outside of the Agency, CMA and your Case Manager:

The ARC of Colorado (303) 864-9334	Disability Law Colorado (303) 722-0300	Advocacy Denver (303) 831-7733	Colorado Legal Services (303) 837-1313
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Nobody will be coerced, intimidated, threatened or retaliated against because they exercised their right to file a complaint.