

Grievance Policy and Procedure

At The Skill Mill we want everyone to feel safe, secure and respected at all times. If for any reason you feel like you have been treated unfairly, we want to ensure that you get an appropriate resolution. Please take a copy of this form and fill it out to the best of your ability. Feel free to ask for assistance from any of our staff members. Our goal is to help you resolve your issue fast and satisfactory to you. You can always call our Program Director phone line at 707.307.8017 if you need immediate assistance.

My Name Is: _____

Today's Date: _____

Please Describe What's Happening : (feel free to write on the back or add pages)

STEP ONE:

Discuss your grievance or issue with a staff member or try to resolve your issue directly with the person you are having an issue with using the Appropriate Conflict Resolution method.

- a. Did this resolve your issue? Yes / No
- b. What was the outcome?

STEP TWO:

If your grievance or issue was not resolved, call the Program Director at 707.307.8017 and set up an appointment to discuss your issue and get it resolved.

- c. Did this resolve your issue? Yes / No
- d. What was the outcome?

STEP THREE:

If for any reason you could not resolve your issue with the Program Director, Call Byllee at 707.294.314 and he will respond to you ASAP to resolve your issue.

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STEP FOUR

If not satisfied with the resolution, please contact (or ask staff to help you contact) your Regional Center Service Coordinator. This form will be submitted to NBRC on your behalf to better get your issues resolved in a timely manner.

- a. Date of Contact with NBRC:
- b. Contact Person:
- c. Response Date/Time: Final Resolution is

Follow up required? Yes / No Date/Time:

Signature of Participant: _____

Signature of Assessment Team: _____

Person helping you complete this form: _____

Grievance forms will be readily available in each location, online at www.TheSkillMill.net or simply as a staff member for a Grievance Form and they will ensure you get one.