

WHAT TO DO IF YOU DON'T LIKE A DECISION



Unhappy with a decision



Talk to Staff who made the decision



Still not happy – talk to Supervisors up to Program Director

1. The decision with which the person is unhappy should first be discussed with the staff person who made the decision.
2. If this response is unsatisfactory, the decision should be discussed with the staff person's supervisor(s), up to the Director of Services.
3. If The Arc Director of Services' decision is not satisfactory, the person or his/her representative may appeal to the Executive Director by submitting a written Appeal Request. The Executive Director, or staff designee, will meet with the person and his/her representative(s) within 10 days of receiving the Appeal Request. The Executive Director will respond to the appeal in writing within 15 days of this meeting. In this step, as in all steps of the process, The Arc will provide the support necessary for the individual to comply with the terms of this grievance process.
4. A meeting to discuss the situation may be held at the discretion of the Executive Director. While the decision of the Executive Director is final, every effort will be made to resolve appeals to the satisfaction of everyone involved.
5. What if you don't like the Executive Director's decision? You may be able to appeal to a state agency. The *Area Board* or *Protection and Advocacy* could help you with this information.
6. **The Arc has a "no retaliation" policy to ensure that people bringing an issue to our attention will never be subject to any retaliation whatsoever.**



Still not happy with the decision. Write down (written appeal) why you're not happy, give to Executive Director



Executive Director must meet with you within "10" days



Executive Director will give a decision in writing within 15 days