



## RCIL CONSUMER GRIEVANCE PROCEDURE

Upon intake, the Resource Center for Independent Living, Inc. (RCIL) Consumer shall be provided with a Kansas Client Assistance Program (CAP) brochure and a copy of this Grievance Procedure. Both of these documents offer assistance in working out a possible problem between the RCIL Consumer and RCIL, should a problem arise. The Consumer shall sign the original copy of this Grievance Procedure and it shall be placed in his/her file. The Consumer will retain a copy of this Grievance Procedure for their records.

1. A Consumer who has a grievance resulting from some action of RCIL or any RCIL employee, may file a written grievance specifically detailing his/her complaint. This grievance shall be submitted to the Executive Director no later than ten (10) working days after the occurrence.
2. The Executive Director shall complete an investigation within ten (10) working days of receiving the grievance. The Executive Director's findings of the investigation will be presented either in person or by Certified Mail to the Consumer. If the grievance is resolved, the Executive Director and the Consumer shall sign a written description of the resolution. A copy of the resolution will be given, or mailed by Certified Mail, to the Consumer and a copy will be retained by RCIL. A report of the investigation and the resolution shall be presented to the Board of Directors at their next regularly scheduled meeting. In the event the Executive Director is unavailable, another RCIL Officer shall preside over the grievance procedure.
3. If resolution does not occur at Step 2, the Consumer may give written notice to the Chairperson of the Board of Directors of RCIL of his/her intent to pursue the grievance. This notification shall occur within five (5) working days of the Consumer's receipt of the Executive Director, or RCIL Officer's, findings.
4. The Consumer shall appear at the next regularly scheduled Board of Directors meeting, not to exceed thirty (30) days following the Chairperson's receipt of the notification of the Consumer's intent to pursue this grievance. The Board shall permit the Consumer to explain the grievance and present any supporting evidence he/she wishes, but only relevant to the issues of the grievance.
5. If the grievance pertains to the conduct of the any employee or volunteer of the RCIL, that person shall be encouraged to be present to explain his/her actions and present any supporting evident he/she wishes, but only if it is relevant to the issues.

The decision of the RCIL Board of Directors shall be submitted to the Consumer in writing within ten (10) working days of the meeting. There is an appeal process available to the Consumer through the state. That information can be found in the Kansas Client Assistance Program (CAP) brochure referenced in the first paragraph.

I understand this RCIL Consumer Grievance Procedure and acknowledge receiving a copy of it and the Kansas CAP brochure for my records.

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Consumer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Consumer Printed Name