

DISABILITY RIGHTS CENTER OF KANSAS, Inc.
FORMAL CLIENT GRIEVANCE/COMPLAINT PROCEDURE & FORM
[This Grievance Procedure & Form are available in alternative formats]

Who can file a Formal Grievance:

The Disability Rights Center of Kansas, Inc., is the official Protection and Advocacy System for Kansas. Clients or prospective clients of DRC's services as well as family members or legal representatives have the right to file a formal grievance. This better ensures that people with disabilities will have full access to the Protection and Advocacy System. DRC will provide reasonable accommodations to ensure effective communication. Please contact DRC to obtain a reasonable accommodation (contact information on the attached grievance form).

Matters for which you can file a grievance:

1) Denial of Service - You requested legally-based advocacy services from DRC but were told you were not eligible for help, you were denied a requested service from DRC, or you were receiving help from DRC that ended or further help was denied for reasons with which you disagree. You can also file a grievance if you believe that you did not have full access to the services of the program. Family members and legal representatives can also file a grievance under this section in the interests of the client with a disability or prospective client with a disability.

2) Customer Service Concerns or Systemic Grievance – You can also file a grievance if you have customer service concerns about the service you received from DRC or if you believe that DRC is not in compliance with the federal laws that create the Protection and Advocacy system. Persons with disabilities, family members and legal representatives can also file a grievance in regards to this purpose.

NOTE: this is the Formal Grievance procedure, detailing the specific steps for filing a grievance. DRC strongly encourages you to work out your concern in an informal manner with the employee or employees involved and to use this formal process only if those informal methods have been tried and fail.

Step 1 – Communicate directly with the DRC Employee

If possible or applicable, please discuss your concern with the DRC employee with whom you have been working. It is typically better and more productive to proactively work directly with the DRC employee about your grievance. If you are not satisfied with the response, feel free to continue to Step 2.

Step 2 – Complete the Attached Grievance Form – Management Review

Your grievance will be reviewed by the appropriate manager/supervisor at the Disability Rights Center. Your grievance should be made in writing or by other reasonably accommodated means of communication. Please fill out the attached grievance form. For a disability accommodation,

please contact DRC (see contact info on the grievance form). The DRC management-level member may contact you with additional questions or to obtain more information about your concern. The manager will provide a decision regarding your grievance in writing within 30 days of receiving the final information or documentation from you.

Step 3 – Review by DRC Executive Director

If you are not satisfied with the result of the management review under Step 2, you may seek a review by the Executive Director within 30 days of the manager's written decision. This appeal should be made in writing or by other reasonably accommodated means of communication. For an accommodation, please contact DRC. The Executive Director may contact you with additional questions or to obtain more information about your concern. The Executive Director will provide a decision to your grievance in writing within 30 days of receiving the final information or documentation from you.

If your complaint is simply a personnel matter about a DRC employee or a customer service concern, pursuant to Board of Director's policy, the Executive Director is the final reviewer of your complaint. If, however, your complaint is about a denial of service, concern about full access to the services of the program, or DRC's compliance with federal rules or laws as the Protections and Advocacy system, you may appeal your decision to the next step. Also, if your original complaint is a personnel or customer service concern about the Executive Director, then you may appeal to the next step.

Step 4 –Appeal to the DRC Board of Directors

If you are not satisfied with the result of the Executive Director's review, and your matter is not a personnel or employee policy issue, you may seek review by the DRC Board of Directors within 60 days of the Executive Director's written decision. This appeal should be made in writing or by other reasonably accommodated means of communication. For an accommodation, please contact DRC. The Board President or his/her designee may contact you with additional questions or to obtain more information about your concern. The Board President will provide a response to your grievance in writing within 60 days of receiving the final information or documentation from you. There are no appeals above this level.

Please note that under federal law, DRC must keep your information confidential.

DRC Kansas Client Grievance Form

214 SW 6th Ave., Suite 100

Topeka, Ks 66603

www.drckansas.org

info@drckansas.org

785-273-9661

877-776-1541

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

E-mail: _____

What is your relationship to the grievance issue? Please mark one:

_____ I am a client or prospective client of DRC

_____ I am a family member or legal representative of a client or prospective client of DRC

What best describes your complaint or grievance? (choose one)

_____ Denial of Service - You requested legally-based advocacy services from DRC but were told you were not eligible for help, you were denied a requested service from DRC, or you were receiving help from DRC that ended or further help was denied for reasons with which you disagree. You can also file a grievance if you believe that you did not have full access to the services of the program.

_____ Customer Service Concerns or Systemic Grievance – You have concerns about the service you received from DRC or a DRC Employee. Additionally, you can also file a grievance if you believe that DRC is not in compliance with the federal laws that create the Protection and Advocacy system (also known as a systemic grievance).

(Please continue to next page.)

Please Describe Your Grievance or Complaint (attach additional pages if necessary):

Please send this completed form to:

DRC Kansas

Attn: GRIEVANCE

Disability Rights Center

214 SW 6th Ave., Suite 100

Topeka, Ks 66603

785-273-9661 (Topeka)

1-877-776-1541 (Toll free Voice)

1-877-335-3725 (Toll free TDD)

Please note that under federal law, DRC must keep your information confidential.