

# **CHILD-ADULT RESOURCE SERVICES, INC.**

## **Grievance Procedure**

### **Grievance Procedure Overview**

- This Grievance Procedure is for individuals who participate in C.A.R.S. Services: Behavior Supports, Day Habilitation, Employment Services, Pre-ETS, Group Home, Waiver Services.
- If you are an employee & have a grievance: See C.A.R.S. Employee Manual – Section 1 – Open Communication Policy
- It is your right to use this Grievance Procedure. If you choose to use this right:
  - You will not get into trouble - - - Your services will not be taken away from you.
  - Nothing bad can be done to you because you chose to use this right!!
- The Grievance Procedure including the decision making process will be completed within 2 weeks of receiving your complaint.
- The Grievance Procedure will be available to you in writing / your usual mode of communication

### **Step #1 – Talk to your Program Supervisor**

--Program Coordinator	--QIDP	--Group Home Manager
--Service Coordinator	--Behavior Consultant	--Employment Consultant

If you are still having issues...

### **Step #2 – Talk with the CEO – Chief Executive Officer**

Name: Basil Weinman – CEO  
Office: Parke Center – 201 North Dormeyer Avenue – Rockville  
Phone: 765- 569-2076 (office)                      765- 592-7252 (cell)  
Email: bweinman@cars-services.org

If you are still having issues

### **Step #3 – Ask the Board of Directors for Resolution**

The Board of Directors is a committee made up of members of the community that oversees and approves policies, procedures, business practices, and overall actions of C.A.R.S.

The CEO will inform you on how to contact the Chairman of the Board

#### **Your Responsibility:**

- Contact the Chairman of the Board about your Grievance via phone or email
- Email or Fax ALL documentation about your grievance to the Chairman of the Board
  - If applicable, send copies of all documentation from your previous meetings.

#### **Chairman of the Board (and) Board of Directors Responsibility:**

- The Chairman (and) the Board of Directors will...
  - Review ALL paperwork from your Grievance procedure
  - Make a decision as to how to resolve your Grievance
  - Contact you about the decision

#### **Reminders During The Grievance Procedure:**

- Keep a copy of all documentation about your Grievance for yourself.
- The decision of the Chairman and Board (and) Board of Directors is **FINAL**.
- The final decision will be given to you in writing and in your usual mode of communication
- You have a right to get a lawyer at any step during the Grievance Procedure.
  - You will have to pay for your lawyer yourself.

**CHILD-ADULT RESOURCE SERVICES, INC.**  
**Grievance Procedure – Suggested Timeframe**

The Grievance Procedure including the decision making process will be completed within  
 2 weeks of receiving your complaint.

Day 1	<b>Step #1 – Talk to your Program Supervisor</b>  --- If you are still having issues...
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Within 3 Days  Day: 2 / 3 / 4	<b>Step #2 – Talk with the CEO – Chief Executive Officer</b>  Name: Basil Weinman – CEO Office: Parke Center – 201 North Dormeyer Avenue – Rockville Phone: 765- 569-2076 (office)                      765- 592-7252 (cell) Email: bweinman@cars-services.org  --- If you are still having issues...
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Within 4 Days  Day 5 / 6 / 7 / 8	<b>Step #3 – Ask the Board of Directors for a Resolution</b>  --- Contact the Chairman of the Board via phone or email --- Email or Fax all documentation about Grievance to Chairman of Board
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Within 5 Days  Day 9 / 10 / 11 / 12 / 13	Chairman of the Board (and) Board of Directors will review all paperwork from your Grievance Procedure  Chairman of the Board (and) Board of Directors will make a decision as to how to resolve your Grievance
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Resolution Day  Day 14	Chairman of the Board will contact you about the decision  --- The decision of the Chairman and Board (and) Board of Directors is <b>FINAL</b> .
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