CHILD-ADULT RESOURCE SERVICES, INC.
Grievance Procedure

A Grievance is a complaint, issue and/or problem that you have while participating in C.A.R.S. services.

A Formal Complaint is when an individual presents their grievance through all 3 Steps of the C.A.R.S. Grievance Procedure and documents the process utilizing the Grievance Form and other documentation.

Grievance Procedure Overview

- This Grievance Procedure is for any individual that is participating in C.A.R.S. Services.
- 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 grievance.
- The Grievance Procedure will be available to you in writing / your usual mode of communication

- If you are an Employee – See C.A.R.S. Employee Manual – Section 1 – Open Communication Policy

Step #1 – Talk to your Program Supervisor (and/or) Program Director

--Day Service Program Coordinator / Day Service Manager
--Waiver Service Coordinator / Community Service Director
--Group Home Manager / SGL Director
--Employment Consultant / Director of Operations

If you are still having issues…

Step #2 – Talk with the CEO

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.

Grievance Procedure – Suggested Timeframe

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

Day 1	**Step #1 – Talk to your Program Supervisor (and/or) Program Director** --- If you are still having issues…

Within 3 Days Day: 2 / 3 / 4	**Step #2 – Talk with the CEO** 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…

Within 4 Days Day 5 / 6 / 7 / 8	**Step #3 – Ask the Board of Directors for a Resolution** --- Contact the Chairman of the Board via phone or email --- Email or Fax all documentation about Grievance to Chairman of Board

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

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 **FINAL**.