

Tappe & Sanchez Support Services  
Member Grievances

Members and their families may make a formal grievance. If an employee or contractor receives a complaint from the member or their family, the employee or contractor will ask the member or the family member if they would like to make a formal grievance and provide a copy of this grievance policy.

- Formal grievances must be in writing and will be considered issues pertaining to:
  - Intake decisions,
  - Treatment by any employee or contractor,
  - Service provisions, and
  - Discharge decisions
- Informal grievances will be considered to be anything that is not covered under a formal grievance.
- Members and their families are expected to speak to the employee or contractor who is working directly with them about grievances the member or the member's family has with their assigned employee or contractor within 15 days that the issue arose.
- If the issue is not resolved after speaking with the assigned worker, if the member or the member's families do not feel comfortable directly speaking to the employee or contractor in the case that the situation is about the assigned employee or contractor, or if the member or the member's family wants to make a formal grievance, the member or the member's family must mail the COO within 30 days after the issue initially occurred:
  - A written description of the grievance,
  - The date the issue first occurred,
  - Any persons the grievance is directly about or who has knowledge of the situation,
  - The steps taken to attempt to resolve the issue with the assigned worker, and
  - What they want to occur for them to consider the grievance resolved.
- The COO will have 30 days after receiving the written grievance to respond to the grievance.
- If the member or the member's family does not feel the grievance has been appropriately addressed or resolved, the member or the member's family may appeal the COOs decision by mailing the owner within 30 days from the date on the COO's response letter with the following information:
  - A written description of the issue,
  - The date the issue first occurred,

- Any persons the grievance is directly about or the persons who has knowledge of the situation,
- The steps taken to attempt to resolve the issue with the assigned worker,
- The date the written grievance was submitted to the co-owner,
- The COO's response, and
- What they want to occur for them to consider the grievance resolved.

- The CEO will have 30 days after receiving the appeal to respond. The CEO's response is considered to be the company's final response.