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For people with intellectual  
and developmental disabilities

## **Resolution of Complaints/Grievance Procedure**

When a complaint, concern or difference of opinion arises with respect to programs operated by The Arc, good communication is extremely important. The following complaint/grievance procedure is available to any individual, parent, guardian, advocate or other interested party wishing to present a problem, register a grievance or resolve a disagreement.

Here is how the complaint resolution/grievance process works:

### **First Step**

Within thirty days of its occurrence, discuss your complaint informally with the parties involved, if possible, and try to resolve it.

### **Second Step**

If discussing the complaint with the parties involved was not successful, the complaint or grievance should be discussed with the Executive Director or Director of Day Support.

### **Third Step**

If the complaint or grievance is still not resolved, it should be put in writing by the complainant or the complainant shall request that the Executive Director or his/her designee put it in writing. The Executive Director then requests that the Board Chairperson form an Appeals Committee to review the complaint/grievance. The Committee will consist of at least five persons, two of whom should be Board Members of The Arc of Central Virginia.

### **Fourth Step**

The written grievance/complaint is presented to the Appeals Committee. A written decision is then made by the Committee and given to the complainant within ten working days of its receipt by the Executive Director.

### **Fifth Step**

The complainant may make a written appeal of the decision to the Local Human Rights Committee within ten days of the receipt of the Appeals Committee decision. The Local Human Rights Committee will meet and respond to the complaint within fifteen working days.

### **Sixth Step**

The decision of the Local Human Rights Committee may be appealed to the State Human Rights Committee within ten working days of receipt of the decision of Local Human Rights Committee by the complainant. The State Human Rights Committee will review the fact findings and recommendations of the Local Human Rights Committee and will issue a decision which is final.

All hearings are closed unless an individual or complainant requests that they be open or it is required by the Virginia Freedom of Information Act.

Failure to follow all of the time lines listed above shall constitute the waiver of ones' right to grieve or file complaint. The Chairman of the Local Human Rights Committee, however, may grant an extension of the time limits in the appeal steps if there is good cause for doing so.

If it is determined by the Regional Advocate that serious harm or deterioration to the individual is likely due to the nature of the complaint or violation, the Executive Director or designee shall be available for immediate consultation. If resolution at this point is not possible, the Local Human Rights Committee will be asked to convene a fact finding hearing within 48 hours.

You may contact the Regional Advocate or your service coordinator at Horizon Behavioral Health if you need assistance in filing your complaint/grievance or the appeals process.

***Achieve with***