



## **Grievance Procedure**

### **What do I do if I am unhappy with the services I am receiving?**

If you are not satisfied with a decision or action made by this agency, you should report it by following these steps:

1. Report your complaint to your ILS Instructor or SLS Coordinator. They will attempt to resolve the problem informally if possible
2. If you are still not satisfied or the problem is still not fixed, you can file a formal complaint with a Lead Staff. You can do this by meeting with or calling a Lead Staff or you can put your complaint in writing and give it to them.
3. If you are still dissatisfied or feel the issue is still not resolved, you can then file a complaint with an agency Director. You will need to call and set up a time to meet with the Director.
4. If you still are not satisfied with the outcome or feel a resolution has still not been met, you will be encouraged to report the problem to your Alta Regional Center Case Manager.

### **Example: Your ILS Instructor is showing up late to appointments with you.**

1. Let the ILS Instructor know you are not happy with this situation and that they need to show up on time or at least let you know if they will be late. A possible resolution is maybe to change the time of your meetings with your Instructor.
2. Your ILS Instructor is still late to appointments and not letting you know that they will be late. Call a Lead Staff or come in to the office to talk with them. Let the Lead Staff know what the situation is and that you have already talked to your Instructor and the problem is still happening.

3. You spoke with a Lead Staff and your Instructor is still showing up late and not calling. Call to set up a time to talk to a Director. Tell them the steps you have already taken to resolve the problem.
4. If after speaking with a Director, the Instructor is still showing up late, you should call your Alta Case Manager and explain the situation to them.

**Example: Your SLS Coordinator is not treating you with respect.**

1. First talk to your SLS Coordinator and let them know you feel they are not treating you the way you want to be treated. Let them know specifically what they did to make you feel that way and what you would prefer them to do. (Maybe they did not assist you in making your own choices, didn't inform you of information relating to you, talking down to you, or not treating you as an adult).
2. If you still feel you are not being treated respectfully, call a Lead Staff or come in to the office to talk with them. Let the Lead Staff know what the situation is and that you have already talked with your Coordinator and the problem is still happening. Also let them know what your Coordinator's response was.
3. You spoke with a Lead Staff and your trainer is still not treating you the way you would like. Call to set up a time to talk to a Director. Tell them the steps you have already taken to resolve the problem.
4. If, after speaking with a Director, the Coordinator is still being disrespectful, you should call your Alta Case Manager and explain the situation to them.

## **Your Responsibilities**

- It will be your responsibility as a client of S.T.E.P. to show up for your scheduled appointments with your ILS Instructor or SLS Coordinator or contact them if you need to reschedule an appointment.
- It is your responsibility to let us know if you have moved or are moving so we can update your files.
- It is your responsibility to work toward your goals.
- It is your responsibility to treat the staff with the same respect you would like to be treated with.

### **Reasons we may consider terminating services**

- S.T.E.P. would consider terminating services to you if any of the following happen:
- If you repeatedly do not show up for scheduled appointments with your Instructor or Coordinator.
- If you verbally abuse staff.
- We will consider discontinuing services to anyone who we believe is a danger to themselves or others.

CLIENT SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_