

C.A.R.E.S., INC.

CLIENT ASSISTANCE PROGRAM

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GRIEVANCE POLICY

Clients of the Client Assistance Program at C.A.R.E.S., Inc., or applicants, who believe they are eligible for C.A.R.E.S. services, may submit a grievance. Parents of a minor child may file on behalf of their child. Guardians may file on behalf of their wards.

Clients or applicants may submit a grievance if they have been refused representation by C.A.R.E.S., if C.A.R.E.S. has terminated representation, or if they believe they are not being appropriately represented. Clients and applicants should submit the grievance in writing within thirty (30) days of the action in question. If unable to do so, they may call C.A.R.E.S.' Executive Director and the Executive Director will take the information and write the grievance. The Executive Director may designate another staff person to discharge the Executive Director's duties under this procedure.

The grievance should include a statement of what happened, what agency staff were involved, and as specifically as possible, what the client was dissatisfied with. Within fourteen (14) days of receiving the grievance, the Executive Director will investigate and reply to the client in writing. The written reply must include the Executive Director's findings, and if the grievance is substantiated, what the Executive Director will do to correct the problem. The client or applicant has the right to representation by a person of his or her choosing, and the right to give testimony in person to the Executive Director. The decision of the Executive Director is final.

Revised 5/11/10