

## LOVARC GRIEVANCE PROCEDURE

All grievances will be conducted in good faith. This means you will not be in trouble for bringing a problem to someone's attention. You may bring any person you wish with you to advocate in your behalf at any level of the grievance procedure. All grievances will be handled in a confidential manner. This means that only the people involved in the grievance procedure will know about the problem.

1. Except where otherwise stated, you should deal with your immediate supervisor when problems arise.
2. Your supervisor will write down your problem. If the supervisor cannot fix the problem within 5 working days or you do not accept the Supervisor's decision you may...
3. Bring your Supervisor with you to discuss the problem with the Director of Vocational Services. The result of this meeting will be added to the form already started by your Supervisor. If no decision is made within 5 working days or you do not like the decision made by the Director of Vocational Services you may...
4. Come with the Director of Vocational Services to bring the problem to the Executive Committee. If the Executive Committee cannot solve the problem in 5 working days or you do not agree with their decision you may...
5. Present your problem to the Internal Affairs Committee of the Board of Directors. The Internal Affairs Committee has 10 working days to solve the problem or they may refer the matter to the full Board of Directors.
6. Any action taken by the Internal Affairs Committee or the full Board of Directors is final.
7. You will receive a written response concerning the action(s) taken to resolve the grievance.
8. There will be no retaliation for bringing up a grievance.
9. You may want to ask some one to assist you with your grievance. This could include:
  - LOVARC staff such as your Job Coach, The Vocational Services Coordinator or Vocational Services Director
  - A Family Member
  - Your Service Coordinator or the client's rights Advocate if you are served by Tri Counties Regional Center
  - Your Vocational Rehabilitation Counselor if you are served by the Department of Rehabilitation.
  - A Staff Member at Area Board 9 of the State Council on Developmental Services

You are also entitled to pursue a "Consumer Fair Hearing" as mandated by the California State Health and Safety Code, Division 25, Chapter 7, Articles 1,2 and 3 - Sections 38300-38325. You may request a Fair Hearing ONLY after following the LOVARC grievance procedure. If you are still not satisfied you may request a Fair Hearing by making your request in writing to the Executive Director of LOVARC. A copy of the Fair Hearing procedure is available from your Coordinator of Vocational Services.