GRIEVANCE PROCEDURE

At times Consumers may have a grievance about the services offered or an interaction with staff members. The following is the procedure for filing a grievance:

1. The Consumer is encouraged to discuss the matter with the appropriate Service Provider. The Service Provider will try to clarify and resolve the matter. If the Service Provider's clarification of the matter does not satisfy the Consumer, he/she will be referred to the Program Manager.

2. The grievance including the Consumer's desired resolution needs to be documented in writing or on tape. The Program Manager will render a written decision ten working days from the receipt of the written or taped request.

3. If no resolution is achieved, the Consumer should request a meeting with the Executive Director. This meeting will be held within ten working days of the request. A written decision will be rendered after ten working days.

4. If the Consumer is still not satisfied with the written decision, an appeal may be made to the board of Directors. The President of the Board will respond to the Consumer within ten working days. The President’s written response will be the final decision.
CONSUMER’S RIGHTS AND RESPONSIBILITIES

Consumer Rights

1. It is the policy and practice of Center for Independence of the Disabled to assure that each Consumer receiving services has certain rights that include, but are not limited to, the following:

   a. The right to be treated with courtesy, dignity, and respect.
   b. The right that each consumer’s identity and records be held in strict confidentiality.
   c. The right to not be subjected to emotional or physical abuse.
   d. The right to make informed choices.
   e. The right to receive service in a timely manner as possible.
   f. The right to terminate services at any time.
   g. Each consumer or consumer’s representative has the right to appeal any decision made on his/her/their behalf by CID.
   h. The right to review and/or photocopy his/her records in the CID consumer files.

2. The consumer has the right to be provided services without discrimination based on race, religion, color, creed, gender, sexual orientation, or any other basis prohibited by law.

Consumer Responsibilities

Consumers have certain responsibilities as well as rights when conducting business with a Center for Independence of the Disabled service provider and interacting with CID staff members:

1. Consumer has the responsibility to treat the Center for Independence of the Disabled staff with respect and will cooperate in the mutually agreed service.

2. Consumer has the responsibility to keep appointments and be on time unless there is some reason such as transportation or an illness that cannot be predicted.
3. Consumer has the responsibility to telephone the service provider if he/she cannot keep an appointment.

4. Consumer had the responsibility to inform Center for Independence of the Disabled service provider of changes in address and/or living arrangements and telephone number.
POLICY ON CONFIDENTIALITY

It is the policy and practice of Center for Independence of the Disabled to assure the services of Consumers are maintained in strict confidentiality. The following procedures are adhered to:

1. Service records contain only information relevant and necessary to carry out the purpose of the program.

2. CID strictly prohibits the disclosure of consumer information without signed written consent of the consumer.

3. Only when the consumer has signed a written release form may a Service Provider:
   a. Request additional information pertaining to the consumer from sources outside CID.
   b. Release consumer information to referrals when they refer the consumer to appropriate sources.

4. Information necessary to a specific purpose may be discussed between or among CID employees, student interns, and volunteers. The information, however, must be discussed in a private and professional manner as possible.

5. Subpoenas served upon Service Providers will be referred to the Executive Director. Who shall contact the consumer and the consumer’s attorney to determine whether the consumer will authorize release of the information which has been subpoenaed.