

ARIZONA CENTER FOR DISABILITY LAW

PROSPECTIVE CLIENT/CLIENT GRIEVANCE PROCEDURE

Your Right to File a Grievance

You have a right to file a grievance if you believe the Arizona Center for Disability Law is not operating in compliance with federal statutes. This includes current or future clients, family members of clients or representatives of clients. For example, you can file a grievance if:

1. You asked for help from the Arizona Center for Disability Law but are told you are not eligible for assistance; or
2. You are currently receiving services and are not satisfied with the service or assistance; or
3. You are receiving assistance and disagree with the denial of further assistance from the Center.

Your grievance is confidential.

The Arizona Center for Disability Law provides the Board of Directors and the PAIMI Advisory Council a report on grievances annually.

How to File a Grievance

- Step A If you are not satisfied with the staff's response, you are encouraged to discuss the issues with the staff member who is working with you. If you choose to address the grievance to the staff member involved, they will review it and respond within 10 days of receiving the grievance. However, you are not required to address the grievance to that person and may go directly to Step B.
- Step B If you are not satisfied with the staff's response, or do not wish to talk directly with him/her, you may send the grievance to the Center's Deputy Executive Director. The Deputy Executive Director will review the issues and respond within 10 days of receiving the grievance. The Director's answer will be sent to you by mail.
- Step C If you are not satisfied with the response of the Deputy Executive Director, you may send another grievance to the Executive Director. The Executive Director will review the issues and respond within 10 days of receiving the grievance. The Director's answer will be sent to you by mail.

Step D If you are not satisfied with the Executive Director's response, you have 15 days to send another grievance to the Center's Board of Directors. Your grievance to the Board should be sent in care of the Executive Director and will be forwarded to the Board Executive Committee.

The Executive Committee will review the grievance. The Board Executive Committee will send you their decision within 30 days of receiving the request for review.

Step E If your grievance is against the Deputy Executive Director, you can begin your grievance with the Executive Director.

If your grievance is against the Executive Director, you can begin your grievance with the Board of Directors.

How to Send a Grievance

Your grievance can be sent to us in the form of a letter, a fax or an e-mail. There is no grievance form to fill out.

If you need help to prepare your grievance, please call to request this service and a staff member will be assigned to help you.

Send written grievances to: Arizona Center for Disability Law
5025 E. Washington St., Suite 202
Phoenix, Arizona 85034

Send E-mail grievances to: center@azdisabilitylaw.org

Send Fax grievances to: (602) 274-6779

If you believe that the Arizona Center for Disability Law has violated § 504 of the Rehabilitation Act, the Americans with Disabilities Act, or the Arizonan's with Disabilities Act by discriminating against you on the basis of disability. Complaints of discrimination should be sent to:

ADA Coordinator
Arizona Center for Disability Law
5025 E. Washington St., Suite 202
Phoenix, AZ 85034