

GRIEVANCE PROCEDURES

A grievance is a difference between a consumer and UFC with respect to the interpretation of application of, or compliance with UFC rules of conduct or regulations. "Grievance", as defined herein, shall not include disputes over pay rates. UFC is committed to treating the consumer fairly, and recognizes its responsibility to review and make reasonable effort to resolve consumer grievances. All eligible consumers have a right to file a grievance and shall be assured freedom from coercion, restraint or reprisal. A consumer is encouraged first to discuss the problem/dispute with their case manager or the program manager. If the consumer feels that the problem/dispute has not been satisfactorily adjusted as a result of this discussion, the consumer may request a review in accordance with the applicable grievance procedure. The grievance procedure is intended to:

- Alert management of the causes for consumer dissatisfaction.
- Provide a formal mechanism to ensure a prompt and equitable response.

UFC's grievance procedures involve three (3) steps:

1. **Case Manager of Program Manager** - A grievance is orally presented by you to your case manager or program manager within ten (10) working days of the original cause for the grievance. Your case manager or program manager will respond orally within three (3) working days.
2. **Grievance and Appeal Request** - Within three (3) working days of receiving the answer in **Step 1**, you may complete and submit a grievance appeal request to the Deputy Director. The Deputy Director will review and investigate the facts of the grievance. The Deputy Director will submit a written reply to you stating the facts, upon which the decision is based, and advise you of your right to appeal further.
3. **Hearing Panel** - To institute further appeal, you may be given written notice within three (3) working days of **Step 2**, to the Executive Director that you wish to initiate the hearing panel. The Executive Director will arrange for the

selection of an ad hoc committee of three (3) members of the management team. The Executive Director or PRESIDENT/CEO will serve impartially as a non-voting chairman of the panel.

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CLIENT: _____

DATE: _____

SERVICE DEPARTMENT: _____

State your grievance in detail, including the date of aggrieved act(s):

Identify other persons with personal knowledge or observance of your grievance:

State briefly your efforts to resolve this grievance: _____

Describe the remedy or solution you seek: _____

CLIENT

DATE