



Appeal/Grievance Procedure

Please know that you may have an advocate to support and/or to represent you at any step of this process and you are protected from any and all retaliation or reprisal based on your concerns.

From time to time you or your parent/guardian may disagree with a decision made by staff of SKCAC. When this happens, we want to make sure all conflicts are fully negotiated. If a conflict arises, which cannot be resolved through regular lines of communication, please observe the following procedure:

1. Attempt to work out the conflict with the immediate person in charge, your Employment Specialist or Supervisor. Try to work out the conflict and if the conflict cannot be resolved move on to the next step.

From this point forward in the process, each step will be documented in writing.

2. Ask for a meeting with the Program Services representative and explain the situation to them. They may ask you to put the disagreement in writing and the Executive Director will make a decision on the conflict within five working days.

3. If you are not satisfied with the decision, please make an appointment, or contact the Executive Director of SKCAC and explain the situation to them. They may also ask you to put the conflict in writing. The Executive Director will make a decision regarding the conflict within five working days. If you are still not satisfied with the decision of the Executive Director, and then he/she will refer you to a representative of the Board of Directors, who will review your complaint or conflict, make a decision in writing and give you a copy within five working days after the next scheduled Board of Directors meeting.

4. If you still are not satisfied with the decision, then you will be referred to a person or organization not affiliated with SKCAC, who will proceed as a mediator. Their job is to listen to you, your parent/guardian, and/or your advocate and SKCAC and to reach a final decision concerning your conflict.

The mediator may be a staff member of the ARC, a professional mediator or organization, or someone you and SKCAC both agree on. If the person is a professional mediator and charges for the service, the parties will divide the cost evenly, unless other arrangements have been made. The mediator will set the guidelines for the process and keep all parties informed of the process, according to the established guidelines. Mediation is voluntary and not legally binding.

Any grievance action will not result in retaliation or barriers to services to you or anyone involved in the grievance process.

Signature Acknowledgement: _____ **Date:** _____

Guardian/NSA Acknowledgement: _____ **Date:** _____