



CONNECTIONS

Challenge Barriers. Build Independence.

Grievance Resolution Process

At each meeting in the grievance resolution process, I must bring my complaint and can have anyone of my choosing present.

- 1) Grievance resolution must first be attempted between the ILS (Independent Living Specialist) and me. I have 180 calendar days to inform the ILS of my complaint. The ILS has 10 calendar days after being notified of the complaint to schedule a meeting with me. After the meeting, if the issue is still unresolved, the ILS has 10 calendar days to respond to me in writing.
- 2) If I am still unsatisfied with the situation, I can contact CIL’s Director of Independent Living Services, who has 15 calendar days after being contacted to schedule a meeting. If the issue is still unresolved, the Director of Independent Living Services who has 15 calendar days after the meeting to respond in writing.
- 3) If I am still unsatisfied with the situation, I can contact CIL’s Executive Director who has 15 calendar days after being contacted to schedule a meeting. If the issue is still unresolved, the Executive Director has 15 calendar days after the meeting to respond in writing.
- 4) If I am still unsatisfied with that response, I can contact Connections Board of Directors grievance committee to schedule a formal hearing. The committee has 30 calendar days from my contact to schedule a hearing. I must be notified of the time and place at least 30 days before the hearing takes place. If the hearing does not resolve my complaint, the committee has 20 calendar days to respond in writing.

At any time during this process, I can contact the Client Assistance Program (CAP). CAP can answer eligibility or legal questions, assist me with appeals, and other legal problems.

I have received information about the Colorado Client Assistance Program and their contact information.

Consumer’s Signature

Date

CIL Staff Signature

Date