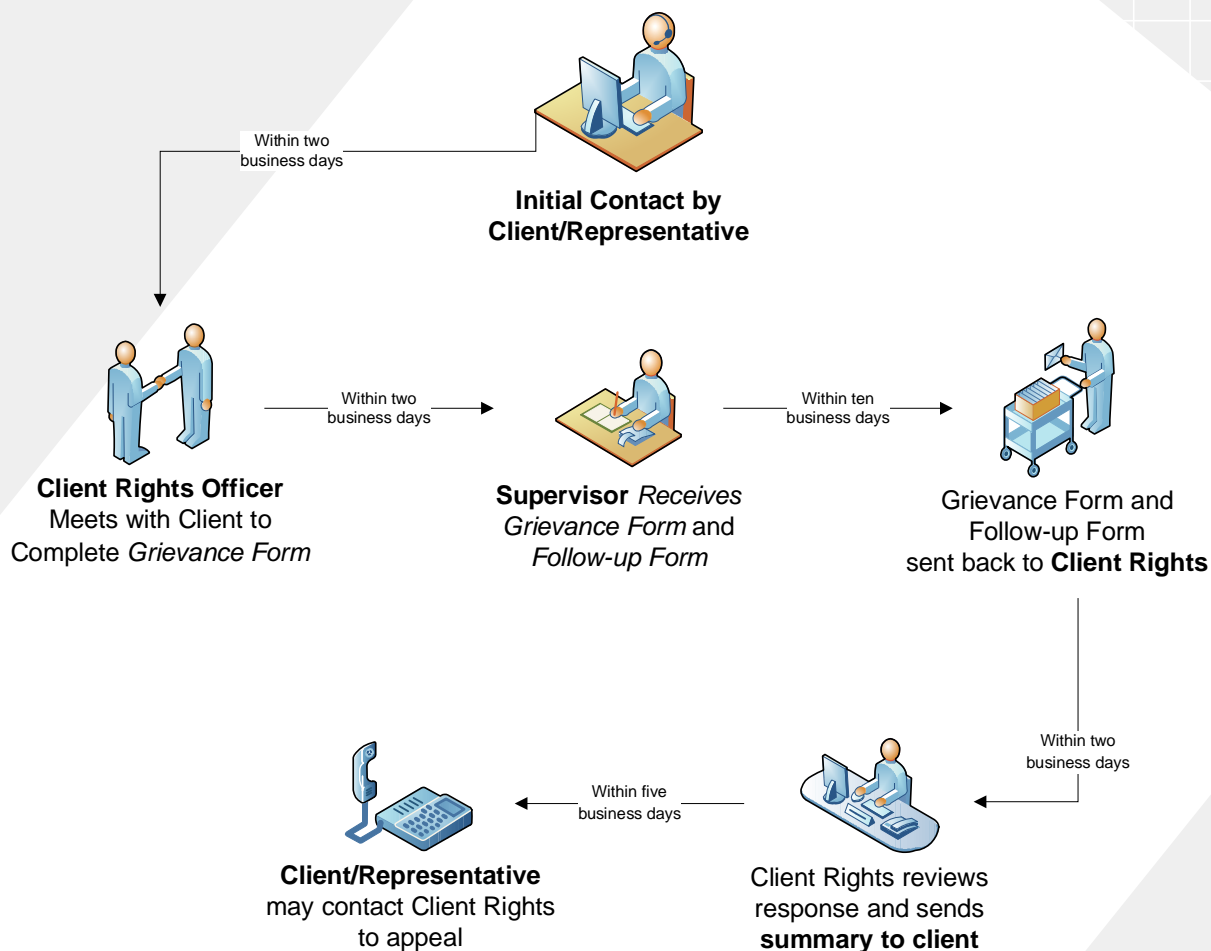


Grievance Procedure Flow



If you wish to appeal

1. Clients/representative may meet with the **CEO/Designee** within five business days of the appeal. An appeal response will be sent by the CEO/Designee within five days of this meeting.
2. Clients/representative may pursue a grievance with an **organization/agent** outside of the agency. The Client Rights Officer can provide you with information about resources available to you.