



Developmental Services Grievances Policy

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I. Purpose

To document the policies regarding adult clients who receive developmental services and wish to file a grievance.

II. Policy

It is the policy of the agency to follow through with any requirements that are put forth by the Office of Aging and Disabilities regarding the developmental services grievance process (see 14-197 CMR 8).

Additionally, a client may submit, in writing, a complaint directly to UCP to Scott Tash, CEO at 700 Mount Hope Ave Suite 320 Bangor, Maine 04401.

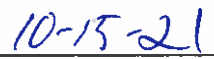
III. Procedure

Upon receipt of a grievance by UCP, if the grievance is with UCP, UCP will send the client the agency Grievance Letter as well as following procedures in accordance with 14-197 CMR 8.

If the grievance is with a third party, the Adult Case Manager will follow the procedures in accordance with 14-197 CMR 8.



Scott Tash, CEO



Date