



## **DISABILITY RIGHTS NEBRASKA**

### **CLIENT GRIEVANCE HEARING PROCEDURES**

Adopted November, 2005. Updated 4/7/2011.

#### **Procedures for Grievances involving:**

- 1. questions of eligibility,**
  - 2. Information & Referral services or**
  - 3. the behavior of Disability Rights Nebraska staff**
- If you disagree with the decision of the Chief Executive Officer (CEO), you can make a written appeal for a review or an informal hearing.
  - You must submit your written request for an appeal within ten (10) working days from the date of the CEO's decision.
  - Your request for an appeal must be a brief written statement:
    1. Setting out the facts that caused you to be aggrieved;
    2. Stating what needs to change in order for you to be satisfied.
      - If you need assistance in preparing your written statement, we will prepare a written statement, dictated by you.
        - The written statement will be returned to you for review and your signature. A copy of the statement will be given to you and the original will be included in the Grievance File.
  - You may ask for either a review or hearing by the Executive Committee
    - (1) **If you request a review**, the Executive Committee will review the written documents submitted by you and the CEO. You will receive a written decision within forty-five (45) days of your written appeal.
    - (2) **If you request a hearing**, a meeting of the Executive Committee, either in person or by telephone, will be scheduled at a time and place satisfactory to all parties and you may be accompanied at the hearing by another person.
      - You can not be represented by an employee of Disability Rights Nebraska.
  - Your request for a review or hearing will be delivered to the Chairperson of the Board of Directors.
    - The Chairperson will acknowledge receipt of your request in writing within ten (10) working days.
    - Before the matter is reviewed by the Executive Committee, or a hearing convened, you must sign a release form consenting to the

release of information in your client records at Disability Rights Nebraska and a waiver of your right to confidentiality which is protected by your attorney-client privilege.

- If the signed release form and waiver are not received by Disability Rights Nebraska within thirty (30) days of your request for an appeal, the appeal will be dismissed, the Chief Executive Officer's decision will be the final decision in the matter and no further action will be taken.
- The signed release form and waiver will waive any protection from disclosure of confidential information in the complainant's records at Disability Rights Nebraska to the Executive Committee.
- If there is to be a hearing, the CEO will distribute copies of the written request for review and supporting materials to you and the Executive Committee before the hearing.
- The Chairperson of the Board will establish the format for the hearing. Typically, the informal hearing process is as follows:
  1. You will be asked to present your concern, the reasons supporting your position, and what needs to change in order for you to be satisfied.
  2. The Chief Executive Officer (CEO) or his or her representative will explain the reason for the CEO's decision.
  3. Then the members of the Executive Committee will be free to ask questions of either you or the CEO.
  4. You or the CEO may be asked to offer any additional information that may be helpful to the Committee.
  5. The Committee will then meet privately to discuss the issues and to come to a decision.
- The final decision of the Executive Committee will be issued within forty-five (45) days of receipt of your written request for an appeal of the Chief Executive Officer's decision. Whenever possible, the written decision will be sent to you by certified mail, return receipt requested.

***The Executive Committee cannot specifically direct any attorney or other member of the legal staff to undertake or to refrain from any action in a case.***

**THE EXECUTIVE COMMITTEE'S DECISION WILL BE THE FINAL DECISION**