

Voices & Choices Support Coordination

Grievance Procedure for Clients and their Advocates

Anyone receiving services, or those that represent a person receiving services, has a right to present a grievance in regard to their service delivery at any time. VOICES & CHOICES SUPPORT COORDINATION has established the following grievance system.

Clients receiving services through VOICES & CHOICES SUPPORT COORDINATION can present a grievance if there are concerns in the following areas, including but not limited to:

- Denial of services from VOICES & CHOICES SUPPORT COORDINATION.
- Exclusion from a program provided by VOICES & CHOICES SUPPORT COORDINATION. Inadequacies or inequities in the programs and services provided by VOICES & CHOICES SUPPORT COORDINATION.
- Dissatisfaction with a Support Coordinator or other employee employed by VOICES & CHOICES SUPPORT COORDINATION.
- Any other reason deemed important to the client and or representative.

Attempts will be made to provide resolution at the earliest level and in a timely fashion. Every attempt will be made to resolve the grievance within VOICES & CHOICES SUPPORT COORDINATION, however, there are instances when this will not be possible. The following is the procedure for resolution:

1. Work with the assigned Support Coordinator. If you feel uncomfortable in doing so, or there is no resolution.
2. Contact, Val Jensen, Natalie Davis or Tatum Florang of VOICES & CHOICES SUPPORT COORDINATION, by phone or in writing:
PO Box 300591
Glenwood, UT 84730
Phone: (435) 979-7997
Val email:
voiceschoices1@gmail.com
67 East 225 North
Central Valley, Utah 84754
Natalie email:
voiceschoices3@gmail.com
453 W 750 S Apartment 24
Richfield, UT 84701
Tatum's email:
Voiceschoices5@gmail.com
3. Contact, in writing, DHS/DSPD:
Brenda Carlisle or Bob Pease
120 No. 200 W. #411 SLC, UT 84103
If dissatisfied with this response
4. File a written appeal to the Director of DHS/DSPD:
Angela Pina
120 No. 200 W. #422 SLC, UT 84103
The Director shall respond within 30 working days. If client is dissatisfied at this level; Request a hearing before the DHS Office of Administrative Hearings (OA within 10 days of the DHS/DSPD Director's written decision. OAH may order VOICES & CHOICES SUPPORT COORDINATION or OHS to remedy the problem addressed in the grievance.
I have read and understand the grievance procedure given to me

Signature _____ Date

Witness _____ Date: