

Michigan Protection & Advocacy Service, Inc. Grievance Procedure

Michigan Protection & Advocacy Service, Inc. (MPAS) provides advocacy services to individuals with disabilities. We make decisions about the types of cases we can take based upon our statement of goals and priorities which we update each year. Because we have limited funds and staffing, we cannot take every case that is presented to us. If your problem is not covered by our priorities, we may not be able to help you directly. If we cannot provide direct help, we will do our best to identify other agencies or individuals who may be able to assist you. If you would like to share your opinion about the types of disability-related cases you think are most important, we invite you to complete our priority survey by visiting our website @ www.mpas.org or calling our office at 1-800-288-5923 and requesting a survey.

Any person, including a person's legal or designated representative, may file a written grievance if you disagree with an action or decision made by MPAS. For example, a grievance may be filed because:

- 1) We did not provide you with services in a respectful or fair manner;
- 2) We wrongly denied you for MPAS services; or
- 3) We violated our legal obligations.

Our legal obligations include that we:

- 1) Have the capacity to protect and advocate for the rights of persons with disabilities while working within our approved goals and priorities;
- 2) Have access to records for the purpose of investigating allegations made by persons with disabilities;
- 3) Maintain confidentiality of client records;
- 4) Provide the public with an opportunity to comment on our statement of goals and priorities; and
- 5) Do not discriminate against a person on the basis of any protected characteristic including race, color, national origin, religion, sex, disability, sexual identity or age.

You may write and file a grievance in one of four ways:

- 1) By filling out a MPAS Grievance Form (at the end of this document)
- 2) By writing a letter
- 3) By writing an e-mail
- 4) By asking a MPAS staff member or someone else you trust to help you write your grievance.

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All written grievances are to be filed with the Lansing office at:

Michigan Protection & Advocacy Service, Inc.
Attn: Theresa Diebolt
4095 Legacy Parkway, Suite 500
Lansing, MI 48911

Or e-mail it to: info@mpas.org

If you need assistance in writing your complaint, please contact the Lansing office at 1-800-288-5923 and ask to speak with Theresa Diebolt.

Grievance Procedure Steps:

1. You are encouraged to discuss your disagreement with the MPAS employee with whom you have been in contact and/or their supervisor within 30 days.
2. If you are dissatisfied with the employee or supervisor's response, you may put your complaint in writing to the Executive Director at the Lansing office within 15 days of speaking with the employee and/or supervisor. Include any documentation you believe supports your complaint. If the Executive Director has not investigated your complaint and responded in writing within 10 days of receiving your complaint, you may proceed to the next step.
3. If you are dissatisfied with the Executive Director's response or proposed action, you may put your complaint in writing to the Compliance Committee of the MPAS Board of Directors within 15 days of receiving the Executive Director's response. The complaint must explain why you disagree with the Executive Director's determination. Your complaint shall be sent to:

Michigan Protection & Advocacy Service, Inc.
Attn: Compliance Committee
4095 Legacy Parkway, Suite 500
Lansing, MI 48911

Or e-mail it to: info@mpas.org

By filing your complaint with the Compliance Committee, you are providing permission to allow your identifying information and the nature of your grievance to be shared with volunteer board members of Michigan Protection & Advocacy Service, Inc.

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The Compliance Committee will review your complaint and all previous responses provided by MPAS related to the complaint. The Compliance Committee may ask to meet with you if additional information is needed to make a decision. The Compliance Committee can only decide about whether MPAS staff complied with applicable laws, professional ethical standards, agency casework standards, agency procedures, and agency priorities. The Compliance Committee will send its written decision to you, from the Executive Director, within 30 days of receiving your complaint.

**Michigan Protection & Advocacy Service, Inc.
Grievance Procedure**

Date: _____

Name: _____

Address:

Daytime Phone: _____

I am (check one):

_____ a client or prospective client

_____ a representative of a client or prospective client

_____ a family member of a client or prospective client

_____ a representative of a family member of client or prospective client

Please explain why you are filing a grievance:

What do you want Michigan Protection & Advocacy Service, Inc. (MPAS) to do differently?

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If you have questions or need assistance in writing your complaint, please contact the Lansing office at 1-800-288-5923 and ask to speak with Theresa Diebolt. Mail your completed form and any supporting documentation to:

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