

## GRIEVANCE PROCEDURE

Disability Rights Rhode Island (DRRI) strives to meet the needs of individuals eligible for our services. You have the right to complain if you (1) are dissatisfied with the services you received, (2) believe you have been denied requested services inappropriately, or (3) have a concern that DRRI is not operating in compliance with the federal laws that govern the administration of its programs.

If you are dissatisfied with the services you received or believe you have been denied requested services inappropriately, you may complain, either verbally or in writing, to the immediate supervisor of the responsible staff person, who will review and consider your complaint and provide you with a written response no later than ten (10) business days after receipt.

If you are not satisfied with the response you receive from the supervisor, or if you have a concern that DRRI is not operating in compliance with the federal laws that govern the administration of its programs, you may complain, either verbally or in writing, to the Executive Director, who will review and consider your complaint and provide you with a written response no later than ten (10) business days after receipt.

If you are not satisfied with the response you receive from the Executive Director, you may file a written complaint with the Board of Directors addressed to the DRRI office. You may instead present your complaint verbally and a written statement will be made and forwarded to the Board of Directors. The Board of Directors will review and consider your complaint at its next regularly scheduled meeting, and formulate a written response which will be sent to you no later than five (5) business days following such meeting.

Information concerning your complaint, including how it was processed and its resolution, will be included in an annual grievance report to the Board of Directors and, if it is related to DRRI's administration of its Protection and Advocacy for Individuals with Mental Illness (PAIMI) Program, to the PAIMI Advisory Council. All individuals who review your complaint will maintain your confidentiality.

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[drri.org](http://drri.org)