

GRIEVANCE PROCEDURE

Disability Rights Rhode Island (DRRI) works to meet the needs of people seeking our services. You have the right to complain to DRRI if you are unhappy with the services you received. You can also complain if you believe you were wrongfully denied services, or believe DRRI is not following the federal laws that govern it.

You can complain if you are unhappy with the services you received. You can also complain if you believe you were wrongfully denied services. You must complain within 30 days. The complaint will go to the supervisor of the staff member who worked with you. You must complain in writing. If you need an accommodation, you can ask for one. The supervisor will answer you in writing within ten (10) business days of your complaint.

You can complain to DRRI's Executive Director (ED) if you are unhappy with the supervisor's response to your complaint. You can also complain to the ED if you believe DRRI is not following the federal laws that govern it. You must complain within 30 days. You must complain in writing. If you need an accommodation, you can ask for one. The ED will answer you in writing within ten (10) business days of your complaint.

If you are unhappy with the Executive Director's response, you can complain to DRRI's Board of Directors. You must complain in writing. If you need an accommodation, you can ask for one. The Board of Directors will review your complaint at its next regularly scheduled meeting. The Board of Directors will answer you in writing within five (5) business days of that meeting.

Your complaint is confidential. But DRRI reports information about each complaint to the Board of Directors. DRRI reports complaints about not following the law about the Protection and Advocacy for Individuals with Mental Illness (PAIMI) Program to the PAIMI Advisory Council.