

	3.1.10	GRIEVANCES	Effective: 05/84 Revised: 12/11; 10/15, 05/23 Reviewed/Approved by Bd. of Dir.: 08/26  Teddi Hernandez, President/CEO
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Policy Statement:

Lakemary Center (LMC) respects the rights of all persons which includes the right to seek remedy of any perceived wrongdoing or dissatisfaction with support provided from a responsible authority within the organization.

Policy:

Persons receiving support from LMC, or their designated representative, may file a grievance regarding any aspect of their support provision. This process and the availability of advocates for the process is explained in program handbooks.

A grievance procedure written in language intended to be understandable to the person, is readily available.

Policy reference: 3.1.13 Rights of Persons Supported

Procedure reference: Adult Services Program Handbook
Adult Services Procedure Manual
PRTF Parent/Guardian Handbook
PRTF Program Procedure Manual
Children's Program Handbook

Application: All Services