

Piedmont Regional Committee

Grievance Policy for Individuals

Any person who believes he or she has been adversely affected by an act or decision of Piedmont Region Committee Coordinated Assessment has the right to process a complaint or grievance in accordance with the following procedures.

The person filing the grievance has the right to submit the grievance to the Coordinated Assessment Lead, Teresa Robinson, within 14 days of the incident. In the case of her absence please contact the alternate, Nicole Dewitt.

In order to file a complaint please request a grievance form from the agency who did your assessment and complete it. Please submit your written grievance form and send it to the fax below. You may also report a complaint verbally by calling the primary or alternate contact person at the numbers below. The verbal or written grievance must be received within fourteen (14) days after the incident. The primary or alternate contact will contact you via telephone or certified U.S. mail no later than seven (7) business days with the final decision. The decision of the primary or alternate contact is final.

The primary contact is the Coordinated Assessment Lead

Teresa Robinson

Phone: 704-367-2709

Fax: 704-943-9519

Email: prccoordinatedassessment@communitylinknc.org

In the absence of the primary contact, the alternate contact is the Regional Lead

Nicole Dewitt

Phone: 704-943-9516

Fax: 704-943-9519

Email: nicoled@communitylinknc.org

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Grievance Form for Individuals

We regret that your experience has not met your expectations and we would like to hear about it. Please complete this form and return it to us with fourteen (14) days of the incident so that you can get the proper attention.

Date:	
Name:	
Mailing Address:	
Phone Number:	
Reason for Grievance: (attach pages if needed)	
For Staff Use:	
Staff Receiving Grievance:	
Date Grievance was Received:	
How was Grievance Received: (Circle One)	Written Verbal
Action Taken:	
Date the person filing grievance was contacted about decision:	

