



Grievance Procedure

As a participant in a program at Ability KC you or your representative (parent, guardian, legal representative, or friend) have the right to file a formal complaint or grievance, without fear of retaliation or barrier to services. If you feel you have been treated unfairly or disagree with a decision that has been made about you or your program and services please follow these steps:

1. Discuss with the staff person responsible for the decision your concerns or the action you are unhappy with. Or you may choose to discuss the issue with their supervisor. In most cases, a discussion between you and these individuals should resolve the problem.
2. If you are not satisfied with the outcome of those discussions, you may speak to the Patient Experience Manager and decide if you want to file a formal grievance. If you choose to file a formal grievance, you will be provided the paperwork to complete.
3. The appropriate manager or supervisor will contact you within 5 business days of receipt of the formal grievance. He/she will gather information and contact you with an appropriate resolution within 7 business days of receiving the grievance.
4. If you are not satisfied with the resolution, you may appeal the decision to the Director of the Program involved within 10 business days. You will be informed of the decision in writing within 5 business days of receiving your request to continue the process.
5. If you are not satisfied with the decision of the Director, you may appeal the decision to the COO within 10 business days. You will be informed of the decision in writing within 5 business days of receiving your request to continue the process.
6. If you are not satisfied with the COO's decision and would like an external review of the situation, please request contact information to request a review by the licensing agency of the person or organization you are filing a grievance about (when applicable).

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