

## **GRIEVANCE PROCEDURES**

Individuals, parents, or advocates who have reason to believe an individual has been treated unfairly or had their rights denied shall have the right to have their grievances heard. All grievances and complaints will be kept confidential to protect the interests of all parties.

Try first to resolve the problem with the person involved. If not satisfied, or if that option is not reasonable, take the grievance to the next local manager and or to the Director of the area.

If you are still unsatisfied, write a formal outline of the grievance and email or mail it to the administration by sending an email to [admin@nesutah.com](mailto:admin@nesutah.com) or mail it to 278 Mountain Way, Orem, Utah 84058, and the executive team will review your complaint and work to resolve it directly.

Individuals are encouraged to address concerns and requests with managers and/or house parents. Concerns should be addressed and escalated through the grievance procedure as necessary. Requests will be taken to each participating individual's team if change is potential and, if possible, granted. The decision will be communicated to the individual.

### **CONTACTS FOR A GRIEVANCE PROCEDURE**

1. Direct Care Staff
2. Manager
3. Director
4. Executive Team