

CLIENT GRIEVANCE or COMPLAINT

It is the policy of Mountain Projects, Inc. that applicants and recipients of services, when choosing to appeal decisions regarding Organization services, have a procedure that is non-discriminatory and fair for all parties.

Procedures:

1. Contact the program manager of the department. The program manager will take your information – name, telephone number, and nature of the complaint. The program manager will begin a thorough investigation.
2. The program manager will contact you regarding the outcome of the investigation.
3. Should the program manager not be able to resolve the situation to your satisfaction the manager will inform you of your right to contact the Executive Director.
4. The Executive Director will conduct an investigation and take appropriate action as indicated.
5. When the investigation is concluded, you will receive a letter regarding the decision.
8. In case of a denial of service, you may request an informal hearing. Requests must be in writing 7 to 10 days from the date the notification letter is received. A date will be set and a Hearing Committee established made up of persons not involved in the decision to approve or deny services. The Hearing Officer will be a person approved by the Mountain Projects Board of Directors and must be neither the person who made or approved the decision under review nor the subordinate of such person.
9. The decision of the Hearing committee will be mailed to you within 7 to 10 working days following the hearing.

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To the Executive Director of Mountain Projects, Inc.:

Your name	Date	Your phone number
Your address:		

Nature of your complaint:
