

Grievance Procedure

Disability Rights Network of Pennsylvania

Disability Rights Network of Pennsylvania (DRNPA) is a non-profit corporation designated under federal law to provide protection and advocacy services for persons with disabilities.

DRNPA has a limited staff charged with the responsibility to provide protection and advocacy services throughout Pennsylvania. Since DRNPA cannot provide all services to all potentially eligible persons, DRNPA's Board of Directors has established priorities. Copies of these priorities are available by calling DRNPA.

A Grievance Procedure is available to individuals or their families or representatives to complain about: 1) denial of services; 2) the type and/or quality of services provided; or 3) the decision to close a case. However, in accordance with the Pennsylvania Code of Professional Responsibility that governs attorneys, DRNPA cannot overturn a denial of legal services by DRNPA's Legal Director on the basis that the case presented lacks sufficient legal merit.

DRNPA's Grievance Procedure has two levels. First, you must submit your complaint to DRNPA's Chief Executive Officer (as described in "Level I" below). Second, if you are dissatisfied with the Chief Executive Officer's decision, you may appeal to DRNPA's Board President (described in "Level II" below). The Grievance Procedure is confidential. No person filing a complaint under this Grievance Procedure will be penalized with respect to receiving services.

Level I

Submit a written or oral complaint to the Chief Executive Officer of DRNPA within ninety (90) days of the decision or action that gives rise to your complaint. An oral complaint must be recorded on a cassette tape. At any point in the Grievance Procedure, DRNPA will, upon request, provide any necessary reasonable accommodations to persons with disabilities using the Grievance Procedure, including assistance in making a taped recording. The complaint must include your name, address, telephone number, and times you can be reached. If you are not the client or applicant, include the client or applicant's name, address, telephone number, and an explanation of your relationship to the client or applicant. Include a brief description of your complaint. Written complaints

should be submitted to: Disability Rights Network of Pennsylvania, Attn: Chief Executive Officer, 1414 N. Cameron Street, Suite C, Harrisburg, PA 17103.

The Chief Executive Officer will issue a written decision within fifteen (15) working days from receipt of the compliant.

Level II

If you are not satisfied with the decision of the Chief Executive Officer, you may make a written or recorded oral appeal to the DRNPA's Board President. You must file your appeal within thirty (30) days of the date the Chief Executive Officer issues his/her decision. Such an appeal should be sent to "Attn: DRNPA Board President" at the address set forth in the prior section ("Level I").

The Board President, in his or her discretion, may either decide the appeal or may convene a committee of the Board to decide the appeal. A written decision will be issued within thirty (30) working days from the receipt of the appeal. The decision of the Board President or Board Committee is DRNPA's final decision.

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