



## St. Coletta of Greater Washington

207 South Peyton Street, Alexandria, VA 22314

### **Conflict Resolution**

If there is a time when you feel that you have been treated unfairly and would like to file a complaint, the following grievance procedure should be followed:

1. Present your complaint or concern to the Program Coordinator or other staff. You can also talk to your Service Coordinator. These people will work with you to resolve the problem.
2. If your complaint has not been resolved to your satisfaction within five working days, or you would like to file anonymously, you may present it in writing to the Human Resources (HR) department of St. Coletta (202) 350-8680. HR will notify the local Human Rights Advocate.
3. HR shall attempt to resolve the complaint by meeting within 24 hours of receipt of the complaint with you, any representatives you choose, the human rights advocate, and any others as appropriate, and by conducting an investigation if necessary.
4. HR shall give you and your representative a written decision and action plan within 10 working days of receipt of the complaint.
5. If you are not satisfied at this step, you may respond to HR in writing within five working business days after receiving the decision and action plan.
6. HR shall investigate further as appropriate and shall make a final decision regarding the complaint. HR shall forward a written copy of this decision and an action plan to you, your representative, and the human rights advocate within 10 working days after HR received your written response.
7. If you are not satisfied with Human Resources' final decision or action plan, you may file a petition for a hearing by the Local Human Rights Committee. Contact the Regional Human Rights Advocate, Cassie Purtlebaugh, at 703.323.2126 to obtain information on how to file the petition.

You may call the Regional Human Rights Advocate at any time during the grievance process at 703.323.2126. The Regional Advocate is always available to help you resolve your complaint through the review and appeal process.

### **DC DDS Complaint Resolution Process**

Participants that receive support from the District of Columbia's Department on Disability Services and are unsatisfied for any reason, you can submit your complaint through the following process:

A person may file either a confidential or an anonymous complaint.

Participants have the right to file a formal complaint at anytime during service and should rest assured that it will not result in a barrier to service. Additionally, please feel free to contact your