



## **Admin 8: Program Participant Grievance Procedure**

Community Action Partnership of Mid-Nebraska will not discriminate in the provision of services to an applicant because of his or her race, color, national origin, sex, sexual orientation, gender identity, age, religion, political affiliation, marital status, family status, disability status, prior civil rights activity, or any other protected basis of discrimination as provided under applicable state and federal law.

It is our intent to provide courteous and professional services to all who meet the eligibility guidelines for the individual programs or services that we administer.

If a program participant or applicant has a complaint about an incident or denial of services, they should immediately notify the supervisor of the program involved for resolution of the problem. This information can be provided by an on-site staff and is also available on our website at <http://communityactionmidne.com/public-sector-information/> or may be obtained by calling our toll free number at 1-877-335-6422.

If a participant or applicant is not satisfied with the response or if the problem involves the program supervisor, they may send a written statement of the grievance or complete a grievance form and send it to the following address:

Grievance Committee  
Community Action Partnership of Mid-Nebraska  
16 W. 11<sup>th</sup> Street  
P.O. Box 2288  
Kearney, NE 68848

All complaints or grievances will be promptly investigated by the Grievance Committee and the resolution will reflect the program guidelines. The CEO will issue a final determination for resolution of the grievance. This determination may be subject to review by the Community Action Board of Directors' Executive Committee.



## Admin 8: Complaint Form

A written statement of the complaint is to be completed by the aggrieved individual and sent to the following address:

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Grievance Committee  
Community Action Partnership of Mid-Nebraska  
P.O. Box 2288  
Kearney, NE 68848

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If you need help completing this form, please call 1-877-335-6422 for assistance.

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**Today's Date:** \_\_\_/\_\_\_/\_\_\_

**Date the Incident Occurred or Date the Complaint Originated:** \_\_\_/\_\_\_/\_\_\_

**Your Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Address:** \_\_\_\_\_

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Please complete all of the sections that apply to your concerns and please sign the form below. Attach any additional information that may help us resolve this situation.

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**Please describe the type of services you were requesting:**

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**I was told that Community Action Partnership would not provide me services. I disagree with this decision because:**

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**I am unhappy with the services that I am receiving because:**

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**I am unhappy with one of your employees because:**

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Please provide or attach any additional information that may be helpful in resolving this situation.

Your concerns will be reviewed by the Grievance Committee within 30 days of receipt of the information. The CEO will issue a final determination for resolution of the grievance. If you have provided your contact information, a written response will be mailed to you. This determination may be subject to review by the Community Action Board of Director's Executive Committee.

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
Date