

# Paradigm, Inc.

2820 East 10<sup>th</sup> Street, Suite A  
Greenville, NC 27858

## Policy: Grievance Policy and Procedure

If while receiving services and supports from Paradigm, people have a concern or problem with our supports we want to know about it so that we can try to find a solution. We encourage persons supported and/or legally responsible person, stakeholder or staff person to always feel free to talk to us about their feelings concerning our supports and services. Paradigm will listen to their concerns and try to work out any issues.

If a person served and/or legally responsible person, stakeholder or staff person do talk to us and are not satisfied with the outcome, they can use our “grievance procedure” to take a more formal approach to the situation. A “grievance” is a concern or complaint that has not been able to be resolved by simply talking with us. It is a persons' right to file a grievance or complaint. Paradigm will even help to file a grievance or complaint if a person needs that help, even if the grievance or complaint is against Paradigm. The following is the procedure that is in place for people to use when they have a grievance or complaint:

### **Step 1**

Talk directly to the person providing their supports, and work together to try to find a good solution.

**If you are not satisfied, proceed to**

### **Step 2**

Talk to that employee’s or your immediate supervisor (if an employee) or Program Director,

**Jeannette Barnett (252) 341-6874,**

and make her aware of your problem/concern.

She will have 5 days to find a satisfactory solution.

**If you are still not satisfied, proceed to**

### **Step 3**

**At this point, if you have not done so already, please fill out a Grievance Report in order to file a formal written complaint**

This will be referred to Paradigms Human Rights Committee. The person filing the grievance is encouraged to attend the HRC meeting to present their grievance. The

committee will hear their concern or complaint, and will have 3 days to find a satisfactory solution. Next the Recommendations of the HRC will be presented to;

the Executive Director,

**Jason T. Barnett (252) 714-1230.**

He will either approve or deny recommendations within 24 hours

**If you are still not satisfied, proceed to**

#### **Step 4**

You may call the Governor's Advocacy Council for Persons with Disabilities  
at

1-800-821-6922 or the local Mental Health Center and talk with them about their concern or complaint, or they may use other resources in the community.

- ✚ It is important to understand that the person does not get in trouble for talking about a concern or complaint or for filing a grievance. This process has been developed to give people a way to get help in solving issues with our supports when they feel we are not listening or responding to them. If a person needs to use this process, we will assist and/or help you to find someone who can assist you. At every step, we will try to find the best solution.**
- ✚ If at any time or any step in this process, the person decides that they are not happy with the process and would like to skip to a step that is more comfortable for them, they are encouraged to do so.**
- ✚ Also if they feel that they should go straight to filing a formal written grievance, their within their rights to do so. The person's grievance will be put before the Rights Committee for review and at which time that person is encouraged to be present.**
- ✚ During this meeting which will be held within 5 days of receiving the grievance, a decision will be made together with the complainants' input as to how the grievance will be handled, including a plan of action for its resolution.**