ALABAMA DISABILITIES ADVOCACY PROGRAM

GRIEVANCE PROCEDURE

Introduction

ADAP is designated under federal law to provide protection and advocacy services to Alabamians with disabilities. Because we have limited funds and staffing, we cannot take every case that is presented to us. ADAP annually establishes priority areas which guide the work which we undertake. If your problem is not within one of our current priority areas or you do not otherwise meet ADAP's eligibility criteria, we will not be able to help you. If we cannot provide you with direct advocacy help, we will do our best to identify other agencies or individuals who may be able to assist you. You can find our current priority areas and eligibility criteria on our website or contact us at 205.348.4928 and we will provide them to you.

Your grievance rights

ADAP is required by federal law to have a grievance procedure so clients, prospective clients, and their family members or legal representatives may express concerns about the services they received or if they were denied advocacy assistance from ADAP.

You have the right to file a grievance if you were told you were not eligible for our services; you were denied a requested service; you were receiving help from us that ended or further help was denied for reasons with which you disagree. You may also file a grievance if you are unhappy with ADAP's services, or you believe we treated you unfairly or believe that ADAP has not carried out its legal obligations.

From the date of the action or decision that you want to grieve, you have 30 days to file your grievance. ADAP will not respond to grievances on that matter after that deadline.

How ADAP will respond to your grievance

ADAP's Associate Director will review your grievance and will mail you a written response within 15 days of receiving your grievance. If you disagree with the Associate Director's response, you may submit an appeal to ADAP's Executive Director asking for further consideration. ADAP's Executive Director will review your grievance and will mail you a written response within 30 days. If you disagree with the Executive Director's response, you may submit a final appeal to ADAP's governing authority (or their designee) asking for further consideration. The governing authority will review your grievance and issue a written decision to you within 30 days of receiving your appeal. This will be ADAP's final decision in the matter.

The confidentiality of your grievance will be strictly protected. Access to your grievance and related materials will be permitted only for ADAP staff with a need to review the complaint.

Requesting help to file your grievance

If you need more information about your right to file a grievance, need help completing the grievance form, or need the form in an alternate format, please contact ADAP's Associate Director at (205) 348-4928.

How you file a grievance

Complete the attached grievance form and mail it to ADAP at:

ADAP Grievance
ADAP Box 870395
Tuscaloosa, AL 35487

ADAP has an on-line grievance form
https://bit.ly/ADAPGrievance

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GRIEVANCE FORM

Describe the type of help you requested from ADAP.

_____
_____
_____
_____
_____
_____

Put an X in the box next to the section that applies to your grievance and provide the requested information. Add additional sheets of paper as needed.

☐ ADAP told me it would not provide me services. I disagree with ADAP's decision because:

_____
_____
_____
_____
_____
_____

☐ ADAP closed my case of limited the services I would receive. I disagree with ADAP's decision because:

_____
_____
_____
_____
_____

☐ I am unhappy with the services that ADAP provided me, or I believe ADAP has treated me unfairly, or that ADAP has not carried out its legal obligations because:

_____
_____
_____
_____
_____
_____

_____

Your Name

_____

Street Address

_____

City

_____

Zip Code

_____

Email Address

_____

Phone Number

Mail this completed form to:

ADAP Grievance
ADAP
Box 870395
Tuscaloosa, AL 35487