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Grievance Procedure

As a client of CASA, Inc. (CASA) that believes your rights have been aggrieved by a decision, action or inaction by a CASA staff member or volunteer, you may have your grievance heard.

Request for a meeting: CASA will accept a request for a meeting from a client who expresses disagreement with a CASA staff member's action and a desire to appeal to a higher authority. The request is in effect if it is received by CASA within 30 days of the date on which the alleged act or failure to act occurred. An oral request is effective only if it is reduced to writing within 7 days. CASA staff should inform the complainant of the necessity of a written request, provide a form on which the written request can be made, and provide assistance as needed to complete the written form.

Response to a request for a meeting: CASA shall schedule a meeting within 15 days of receipt of the written request from the complainant. Notice about the meeting shall be communicated in writing 5 days prior to the meeting date.

Conference: CASA shall offer a conference to the complainant to resolve the dispute informally. The conference shall be attended by the complainant and their representative, if any, and the Assistant Director of CASA. The staff member(s) named in the complaint may attend if appropriate. If the dispute is not resolved, a meeting must be held unless the complainant withdraws the request for a meeting.

Meeting Procedure: CASA's Executive Director, if not named in the dispute, will function as the meeting examiner. The meeting shall be attended by the complainant and their representative, if there is any, and the Assistant Director. The staff member(s) named in the dispute shall attend the hearing if requested by the complainant or meeting examiner.

- The complainant and staff named, may present witnesses, documentary evidence, and oral arguments regarding the dispute. The staff's presentation should cite the policy, procedure, and/or regulation that supports the basis of the program's action or inaction.

Decision: CASA's Executive Director (or the hearing examiner if the director is named in the complaint) shall determine whether the policy, procedure, or regulation in question, based on the information presented in the meeting was correctly applied.

- The Executive Director shall make the determination in writing, including the basis for the decision and the finding of the fact, within 15 days of the meeting.
- If the decision is favorable to the complainant, the written determination should include any corrective action to be taken by CASA.
- The written decision shall be sent to the complainant, the staff member(s) or volunteer, and to the staff member(s) supervisor.

