

CNR GRIEVANCE PROCESS

CNR has adopted a resolution process designed to ensure fair consideration and quick resolution of grievances made by or on behalf of participants, family members, employees, and stakeholders. Throughout the grievance process, the grievant shall be protected from any form of reprisal or intimidation. Any such behavior or action shall be investigated, and appropriate measures will be taken to address the situation.

PROCEDURE

1. **What Grievances Are Considered:** The grievance may be about any rule, policy, action, decision or condition made or permitted by CNR, an employee, agent, contractor or other participant.
2. **Who May File a Grievance:** Participants, family members, employees, and stakeholders may file a grievance.
3. **Prior To Filing A Formal Grievance:** CNR encourages all individuals to utilize an informal process of problem solving between applicable parties prior to the filing of a formal grievance. Assistance may be requested from an employee or another individual if necessary.
4. **When Should A Grievance Be Filed:** If the outcome of the informal process is not satisfactory, a formal grievance can be filed. It is important that all formal grievances be filed as soon as possible and preferably within five (5) business days of the concern or event.
5. **How To File A Grievance:** Grievance Forms shall be included in the Participant Handbook, can be obtained from a staff member, and/or downloaded from www.communityneuorehab.com. Assistance may be requested from an employee or another individual if necessary. The Grievance Form must be given to the Compliance Officer within 24hrs of being completed.
6. **What Happens Next:** The Grievance Committee shall review the formal grievance within five (5) business days after the grievance is filed. A committee representative(s) will meet with the grievant to review the decision of the committee within three (3) business days of the committee's decision.
7. **What If The Committee's Outcomes Is Unsatisfactory:** If the decision of the Grievance Committee is unsatisfactory, an appeal can be filed by completing the third section of the Grievance Form. The Grievance Committee representative will deliver the appeal to the CEO. The CEO will review the appeal and may choose to meet with the grievant to discuss the Grievance Committee's decision. The appeal will be reviewed and responded to within five (5) business days.
8. **What Happens With The Grievance:** CNR shall keep all formal grievances on file for future reference. All grievances received will be tracked, trended, and reviewed on a quarterly basis within the Performance Improvement Committee to identify any possible need for performance improvement plans.

CNR GRIEVANCE FORM

GRIEVANT INFORMATION	
GRIEVANT NAME	JOB TITLE (If employee)
FORM SUBMITTED TO	DATE FORM SUBMITTED

DETAILS OF EVENT LEADING TO GRIEVANCE	
DATE, TIME, AND LOCATION OF EVENT	WITNESSES if applicable
ACCOUNT OF EVENT	VIOLATIONS
Provide a detailed account of the occurrence. Include the names of any additional persons involved. (attach additional pages if needed)	Provide a list of any policies, procedures, or guidelines you believe have been violated in the event described.

PROPOSED SOLUTION

Please retain a copy of this form for your own records. As the grievant, please provide your signature below, as it indicates that the information you've included on this form is truthful.

SIGNATURES	
GRIEVANT SIGNATURE	DATE
RECEIVED BY: PRINTED NAME AND SIGNATURE	DATE

GRIEVANCE COMMITTEE RESPONSE

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I understand that due to confidentiality in certain circumstances some or all aspects of my grievance may not be divulged. As the individual coming forward with the grievance, my signature below indicates that the Grievance Committee's decision has been communicated to me.

SIGNATURES

GRIEVANT SIGNATURE	DATE

I **Agree / Disagree** with this decision (Circle One) and **Will Not Be / Am** filing an appeal (Circle One)

APPEAL INFORMATION

REASON FOR APPEAL
APPEAL FILED ON: CEO RESPONSE AND FINAL DECISION:

SIGNATURES

GRIEVANT SIGNATURE	DATE

CEO SIGNATURE	DATE