



Adult Services Grievance Policy

Affinity makes every effort to provide the highest level of support, but if you have a grievance or complaint, we will do our best to address it in a respectful, appropriate and timely manner. Affinity strives to build relationships with the participants and values the needs and desires of each individual.

If you have a grievance about something Affinity did, or did not do, you can contact your Program Coordinator, the Senior Program Coordinator or Director of Program Services at any time. Affinity will make every effort to resolve disputes informally whenever possible within 5 business days. All grievances not resolved within this time will be brought to the Director of Program Services and Executive Director for review.

If Affinity is unable to resolve the grievance within 8 business days, Affinity will notify the Case Manager in writing. The Case Manager will then follow the steps outlined by DHHS to find a resolution.

All Participants served by DHHS have the right to a formal Grievance and Appeal Procedure and will be made aware of that right at least annually by Affinity.