Addressing Concerns Involving Lakes and Prairies Community Action Partnership's Services, Polices and Facilities

A complaint or grievance is a formal expression of concern about any issue thought to be unjust, unfair or abusive. A grievance procedure is the method of addressing issues and/or concerns that cannot be resolved informally between staff, clients and/or community members.

Clients, Staff, Community Members

1. Put in writing the details and reasons for your concern. Send or deliver the written details to the Operations Director. The Operations Director will respond within five (5) business days of receiving your written grievance.
2. If a mutually agreed upon resolution is not met, the written grievance will be sent immediately to the Lakes and Prairies Executive Director. The Executive Director will respond to you within ten (10) business days.
3. If a mutually agreed upon resolution is not met, the written grievance will be sent to the Lakes and Prairies Executive Committee of the Board of Directors. A meeting with the Executive Committee will be scheduled with you within two (2) weeks of receiving the written concern. This is the final level of the grievance.

If your grievance remains unresolved you may have the right to file grievance with the appropriate State or Federal Agency. Your grievance must be within the guidelines of that agency.

WRITTEN CONCERN FORM
LAKES & PRAIRIES COMMUNITY ACTION PARTNERSHIP, INC.

Name _____

Phone _____ Date _____

Description of Concern. Please indicate date of incident and people involved:

Possible Solution to The Problem:

Signature _____

Date _____

Operations Director
Date Received: _____

Executive Director

Date Received: _____

Executive Committee of the Board of Directors

Date Received: _____

Please return to:
Attn: Operations Director
Lakes & Prairies Community Action Partnership, Inc.
891 Belsly Blvd.
Moorhead, MN 56560