**ACCR Grievance Procedure for Applicants**

1. **Purpose**

The purpose of the grievance procedure is to settle any grievance between an applicant and ACCR as quickly as possible. The goal is to help fairly resolve issues between members of ACCR and the ACCR organization.

1. **Eligibility**

A grievance may be filed by any ACCR committee member claiming to have been adversely affected by:

1. Improper application of rules, regulations, and procedures concerning participation in the committee process.
2. Improper interpretation of rules, regulations, and procedures concerning participation in the committee process.
3. Disparity in the application of rules, regulations, and procedures regarding participation in the committee process.
4. Violation of rules, regulations, and procedures concerning participation in the committee process.
5. **Informal Resolution**

An applicant should pursue if possible an informal resolution of his/her complaint with the committee chair/co-chairs before filing a formal written grievance with the ACCR Grievance Committee. The Co-chairs are encouraged to work with the applicant to resolve grievances informally.

1. **Procedure for Filing Applicant Grievances**

If an informal resolution is not achieved, the applicant may file a written complaint using the Grievance Complaint Form. The applicant is responsible to keep a copy of the Grievance form while also submitting the Grievance Form to the Grievance Committee. All copies should note the date the Grievance was filed. In order to be considered, a grievance must be filed in writing with the Grievance Committee using the official Grievance Complaint Form. The completed Form may be filed with the Co-chairs at a Steering Committee meeting as well. If the applicant wishes to mail the Complaint, mail to: William R. Boyce, MS., Allegheny Department of Human Services, Office of Behavioral Health, One Smithfield Street Room 353, Pittsburgh, PA 15222. Phone: 412-350-4166. Mr. Boyce will forward the mailed complaint to the co-chairs of the Grievance Committee.

The Grievance Committee has one month from receipt of the Grievance Complaint Form to investigate, communicate with the applicant, and respond in writing to the complaint. In pursuing a written resolution of the grievance, the Grievance Committee shall make every effort to produce a satisfactory outcome for the applicant. At times a reasonably satisfactory problem solution is not possible. The co-chairs will be aware of these circumstances as well. The Grievance Committee’s response to the applicant will include in writing the applicant’s name (or committee), the response to the complaint, the date of the response, and signatures of the members of the Grievance Committee who are writing the response.

1. **Grievance Committee Members**

The Grievance Committee is comprised of the two Steering Committee co-chairs, as well as one member from each subcommittee available to address complaints, with a minimum of three members necessary to address each complaint. No neutral outside party will be part of the Grievance Committee. If a Grievance Committee member is a party to a filed grievance, that member would be recused from the Grievance Committee discussions and decisions regarding that matter.