**Grievance & Dispute Resolution Procedure for Individuals and Guardians**

**Effective Date:** June 5, 2019
**Review Date:** July 2022
**Approved by:** Adrienne Sabourin

**​​​​​​​1. Rationale or background to policy:** This policy outlines the procedures involved when an individual/guardian has a grievance /dispute and the process involved to come to a resolution.

**2. Policy Statement:** Calgary Progressive Lifestyles Foundation (CPLF) feels it is utmost importance for the individuals/guardians to openly discuss their concerns.  It is hoped that any concerns be brought forward to be resolved at the Case Manager level.

**3. Procedures:**

* Concerns/grievances/disputes by the individual/guardian to be addressed with Case Management.
* If concerns/grievances/disputes cannot be resolved at the Case Management level, it can be elevated to the Human Services Coordinator to be resolved.  If the grievance is still unresolved then it will be brought forward to the Human Services Manager.
* If concerns/grievances/disputes are still not resolved a third party can be brought in to help with the resolution process. (ie: PDD)