



GRIEVANCE POLICY

Clients, potential clients and members of the community are encouraged to discuss any disagreement with the Disability Rights North Carolina (DRNC) employee of contact, within 30 days of the action with which there is a disagreement. This step is optional; an individual may initiate their grievance with the Chief Executive Officer (CEO) as outlined below.

If an individual is dissatisfied with a DRNC employee's response or proposed action, a grievance form to appeal should be submitted to the CEO within 30 days of the action or decision. Individuals requesting to grieve to the CEO are instructed to complete any applicable sections, and sign and date the form. The grievant is asked to include an address or phone number so that DRNC may respond. The opportunity is provided to include additional documents with the form or other information to be considered. Grievances should be sent to:

Chief Executive Officer
Disability Rights North Carolina
3724 National Drive, Suite 100
Raleigh, NC 27612

Upon receiving a grievance, the CEO will investigate the action or decision and examine any additional information submitted with the appeal. The CEO may request that a DRNC staff member, not involved in the action of complaint, conduct an independent legal analysis of the grievance, as appropriate. The CEO will issue a written decision regarding the complaint within 30 days of receiving the request.

If dissatisfied with the CEO's decision, the grievant may seek review by the DRNC Governing Board Executive Committee within 30 days of receiving the CEO's decision. The request for review by the DRNC Board Executive Committee may be made in writing or in a format accessible to the grievant to:

3724 NATIONAL DR. SUITE 100
RALEIGH, NC 27612

Chair, Board of Directors
Disability Rights North Carolina
3724 National Drive, Suite 100
Raleigh, NC 27612

Upon receipt of a request for review by the Board Executive Committee, the CEO will distribute the request for review and the supporting materials to the members of the Board Executive Committee. The Board Executive Committee will consider the request and confer to make a decision. A written decision will be issued within 30 days of the receipt of the request for review.

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