



LAKESHORE CAP, INC.

APPEAL PROCESS

Lakeshore CAP, Inc. has an appeal procedure. Be advised that if the level of service provided is not satisfactory, all clients have the right to file an appeal of the decision with the Lakeshore CAP office listed below:

Lakeshore CAP, Inc., 702 State Street, PO Box 2315, Manitowoc, WI 54221-2315

Any applicants or participants have the right to appeal decisions that were determined if they believe the outcome was determined in error. The prompt filing of an appeal will result in a more accurate and effective investigation. Listed below is the process in which to file an appeal:

- **Step One: Written Statement:** Applicant must submit a written statement outlining the specific reasons why they believe the determination in their case was made in error. If a person is unable to complete a written statement, reasonable accommodations can be made or they can provide an oral statement to the department supervisor.
- **Step Two: Supervisor Review:** Written appeal statement will be presented to the department supervisor and supervisor will be allowed 5 business days to gather information and respond in writing to applicant.
- **Step Three: Resubmission of Statement:** Applicant will have an additional 5 business days to submit arguments. Upon submission, statement will be presented to the Lakeshore CAP CEO to review. CEO will submit a written response within 5 business days of receipt to the applicant.
- **Step Four: Final Review:** If applicant is dissatisfied with this ruling and previous steps have been addressed, a review meeting may be scheduled to discuss and provide a final ruling on the appeal. Lakeshore CAP Board may be in attendance.

CLIENT COPY — PLEASE KEEP



LAKESHORE CAP, INC.

Acknowledgement of Appeal Process, Grievance Procedure & Non-Discrimination Policies

SIGN HERE . . .

By signing this form, I acknowledge that I have received a copy of the:

- Lakeshore CAP Appeal Process
- Lakeshore CAP Grievance Procedure & Non-Discrimination Policy

Head of Household Signature

Date

OR SIGN HERE IF . . .

You are **NOT** accepting the Appeal Process and Grievance Policy & Non-Discrimination pages.

I acknowledge that I have been offered a copy of the Lakeshore CAP policies and procedures listed above but have declined to take a copy today. I understand that if I request a copy in the future, I will be provided one.

Head of Household Signature

Date

Lakeshore CAP Staff Signature

Date



LAKESHORE CAP, INC.

GRIEVANCE PROCEDURE & NON-DISCRIMINATION POLICY

Lakeshore CAP, Inc. has an appeal/grievance procedure. Be advised that if the level of service provided is not satisfactory, all clients have the right to file a grievance and appeal the decision with the Lakeshore CAP office listed below:

Lakeshore CAP, Inc. 702 State Street, PO Box 2315, Manitowoc, WI 54221-2315 – Phone: 920-682-3737 or 1-800-924-0510

Any applicants or participants have the right to appeal decisions when they feel they have been treated unfairly with regard to agency services. It is preferable that complaints be filed as soon as possible after the incident. The prompt filing of a complaint will result in a more accurate and effective investigation. Applicants or participants should provide a written complaint to the program supervisor, who will review the complaint. If a participant cannot complete a written statement, reasonable accommodations can be made or they may provide an oral statement to the department supervisor.

The person to whom the complaint/grievance is submitted will have ten (10) working days to act on the complaint. It is this person's responsibility to meet with all parties concerned, gather necessary information and attempt to work out a satisfactory solution. This person will document their efforts to resolve the grievance in writing and submit it to Lakeshore CAP's EEO/Affirmative Action Officer.

The EEO/Affirmative Action Officer then has ten (10) working days to act on the complaint/grievance. If the EEO/Affirmative Action Officer does not arrive at a solution the complaint/grievance will be submitted to the agency's Executive Director.

The Executive Director has twenty (20) working days from receipt of the complaint/grievance to act on it. If a grievance remains unresolved past the level of the Executive Director the grievance will be submitted to the Chairperson of the Board of Directors, who will take the matter to the Executive Committee for consideration.

The Executive Committee will have twenty (20) working days from its receipt to resolve the grievance. Applicants or participants may be asked to be present. All decisions made by the Executive Committee are final.

Non-Discrimination Policy

It is the policy of Lakeshore CAP, Inc. not to discriminate against any applicant/participant requesting services because of age, race, religion, color, handicap, gender, physical condition, developmental disability, marital status, political affiliation, criminal convictions, sexual orientation, family status, lawful source of income, status as a victim of domestic abuse, sexual abuse or stalking, or national origin. Eligibility for services will be determined by stipulations of funding sources and program policies/procedures.

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