



## **Easterseals SC Client Grievance Policy and Procedures**

It is the policy of Easter seals South Carolina that services will be provided to all individuals who are eligible without discrimination on the basis of race, creed, color, age, sex, gender, sexual orientation, religion, ancestry, national origin, physical or mental disability, immigrant status, political affiliation or belief.

As a client of Easterseals South Carolina, you have the right to file a grievance if you are not satisfied with services or if you feel there has been an incident affecting the quality of your services. You will suffer no repercussions in service delivery as a result of filing a grievance. All grievances will be addressed in a confidential and timely manner.

If you have a grievance, you should first discuss it with the Early Intervention Specialist or therapist you are working with. If this is not successful or if you feel this is not an option, you should proceed with the following steps:

1. A written statement should be prepared to include the date and time of the grievance. You may ask for assistance from any Easterseals South Carolina employee in completing this written grievance.
2. Submit written grievance to the Director of Finance & HR. The Director of Finance & HR will review the grievance and respond in a timely manner to you with a resolution.
3. If the determination of the Director of Finance & HR is not satisfactory to you, it may be requested that the Chief Executive Officer review the grievance. The Chief Executive Officer will respond in a timely manner once reviewing the grievance with a determination/resolution.

All written correspondence can be mailed to:

Easterseals South Carolina  
Attention: Director of Finance and Human Resources  
PO Box 5715  
Columbia, SC 29250