



Retrieving Independence

COMPLAINT RESOLUTION POLICY

Policy:

It is the policy of Retrieving Independence that applicants/clients/graduates, volunteers and the general public should have an opportunity to present their complaints and to appeal management decisions through a dispute resolution procedure. (Retrieving Independence will attempt to resolve promptly all disputes that are appropriate for handling under this policy.

- Retrieving Independence hopes that most concerns regarding disputes/complaints at Retrieving Independence may be settled by the people closest to the issue.
- This dispute resolution procedure has steps to follow, however, disputes may be resolved at any step in the process. Disputes will be processed until the complainant is satisfied, or does not appeal the decision made during any of the steps of the dispute resolution process. A decision becomes binding on all parties when a complainant does not appeal the decision or when a decision is made in the final step and the right of appeal no longer exists.
- Complainants who feel they have an appropriate dispute should proceed as follows:
 - Step One - Promptly bring the complaint to the attention of the immediate person in charge. If the dispute involves that most immediate person, then the complainant may proceed directly to step two. The person in charge should investigate the complaint, attempt to resolve it, and give a decision to the complainant within a reasonable time. The person in charge should prepare a written and dated summary of the dispute and proposed resolution for the file. If the complainant and person in charge are not able to resolve the issue or if the complainant is dissatisfied with the decision, the complainant may proceed to the next higher level of management.
 - Step Two - Promptly bring the complaint to the attention of the next level of management, continuing to the Executive Director/CEO/President, if the complainant is dissatisfied with the decision. If the concern is not resolved to

the complainant's satisfaction by the Executive Director/CEO/President, the complainant may submit a request for review in writing to the President of the agency board. The President/equivalent of the agency board will hear the case and make a final decision.

- Step Three – Should a satisfactory resolution of a complaint not be reached within the mechanism provided by the ADI Accredited Member or Candidate Program, the ADI Operations Administrator will receive a written complaint form from the complainant, and recommend to the ADI program that they make every attempt to resolve the situation. ADI does not judge the merits or attempts to resolve a complaint. ADI is concerned that the ADI Accredited Member or Candidate program meets ADI's Minimum Standards and Ethics and has a complaint policy and practices a procedure which offers the complainant an avenue of appeal up the chain of command to the board of directors of the program. ADI does not have the investigative expertise or resources to mediate or resolve complaints.
- Information concerning a complainant dispute should be confidential. Those who investigate a complaint may discuss it only with those individuals who have a "need to know" about it or who are needed to supply necessary background information or advice.