



## **Grievance Procedure for Complaints About the Oregon Advocacy Center**

### **GRIEVANCE POLICY SUMMARY**

This sheet explains your right to file a written complaint (or grievance) with Oregon Advocacy Center. You can file a complaint if you believe we have not given you the help you should get. We will give you a more detailed written explanation of the OAC Grievance policy if you ask for it. We will explain your rights under this policy, if you have any questions. If you cannot give us a written complaint, you may explain your complaint in person or over the phone, or we will help you to make a written complaint.

#### **Your Right to Services**

- Oregon Advocacy Center provides advocacy services and legal help for people with disabilities in Oregon. This includes helping with complaints of abuse and neglect, discrimination on the basis of disability and other violations of the rights of people with disabilities.
- Because of limited funds, we cannot take every case that comes to us. We have a written statement about the types of cases we can take. This is called our statement of objectives and priorities. We make a new statement of objectives and priorities each year. You have the right to tell us about the types of cases you think we should handle
- If your problem is not covered by our priorities we may not be able to help you. If we cannot provide direct help, we will try to let you know about other agencies or persons who can
- We can help eligible individuals with disabilities in many ways, including (1) pursuing legal, administrative and other remedies; (2) providing information about rights and making referrals to other programs that can help individuals with disabilities; and (3) conducting seminars and outreach to the disability community.

## GRIEVANCE RIGHTS

- If you are a client of Oregon Advocacy Center or are asking for our help, you have the right to file a written grievance if you are unhappy with our services. For example, you may file a grievance if you believe that: (1) we did not provide you with effective services; (2) we wrongly denied you help; or (3) we violated our legal obligations.

## HOW TO FILE A GRIEVANCE

- If you disagree with an OAC decision, you must file a written grievance within the 30 work days after the decision. You may file a complaint about OAC breaking a legal duty at any time. You may mail us an OAC grievance or mail a letter that explains why you believe our decision was wrong, you can also email that to: [welcome@oradvocacy.org](mailto:welcome@oradvocacy.org). You should sign and date the form or letter. If you cannot give us a written grievance, you may give us your grievance orally (e.g., by telephone, in person, or by audio tape) or ask us to help you write your grievance.
- Written grievances should be mailed to the Executive Director of the Oregon Advocacy Center, at 620 SW 5th Ave., #500, Portland, OR 97204. Within 15 work days of receipt, the Executive Director will give you a written decision about your complaint. If needed, we will write a plan to correct the problems and make sure that we provide proper services to you as soon as possible.
- If you are unhappy with the written decision of the Executive Director, you may send a letter to our Board of Directors. The letter should ask the Board Grievance Committee to review that decision. The letter should be sent to: OAC Grievance Committee at 620 SW 5th Ave., #500, Portland, OR 97204.
- You must make this request within 30 work days of the date you receive the Executive Director's decision. The decision of the Board Grievance Committee will be given to you within 30 work days from the receipt of your request for appeal. This will be our final decision.
- Tell us if you need more information about your right under this policy, or if you need help to do any part of a grievance or appeal. We will try provide you any help you need.

GRIEVANCE FORM

You may fill out this form to file a complaint with Oregon Advocacy Center. Instead of filling out this form, you may make your complaint in a letter or e-mail, or you may explain your complaint in person, over the phone. We will be glad to provide any help you need in making your complaint. Your complaint must be returned to us, at the address below, within 30 work days following the decision of this agency with which you disagree. Please send it to the attention of the Executive Director. E-mail complaints should be sent to: [welcome@oradvocacy.org](mailto:welcome@oradvocacy.org).

If you use this form, please complete all sections that apply to your concerns and sign and date below; also give your address, telephone number and email address, if you have one. Attach other information that you would like us to consider. All information you provide is considered confidential in accordance with the Oregon Advocacy Center Grievance Policy.

Please describe the type of help that you requested from Oregon Advocacy Center:

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I am unhappy with the services that I am receiving because:

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I was told that Oregon Advocacy Center would not provide me services.

I was told on this date: \_\_\_\_\_ I disagree with this decision because:

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I am unhappy with the services that I am receiving because:

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I disagree with the decision of Oregon Advocacy Center to limit services to me or to close my case. I was told about the decision on this date: \_\_\_\_\_

I disagree because:

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I believe that Oregon Advocacy Center has treated me unfairly or has not carried out its legal obligations, because:

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NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

PLEASE ATTACH ADDITIONAL EXPLANATION IF NECESSARY.

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Send this complaint to:  
Robert Joondeph  
Executive Director  
Oregon Advocacy Center

620 SW Fifth Avenue  
Fifth Floor  
Portland, Oregon 97204-1428

Voice: (503) 243-2081  
TTY: (503) 323-9161  
Toll Free Voice: (800) 452-1694  
Toll Free TTY: (800) 556-5351  
FAX; (503) 243-1738

NOTE: If you need help filling out this form please contact OAC.