



## FAR THERAPEUTIC ARTS AND RECREATION GRIEVANCE PROCESS

All individuals who receive services from the programs directly operated by FAR Therapeutic Arts and Recreation (hereafter "FAR"), have equal access to the Grievance Process as set forth herein. All individuals have the right to file a formal Request for Reasonable Accommodation for Disability if there is disagreement with actions taken or decisions made by employees of FAR, or if the individual feels there has been a denial of access to services for reasons the individual reasonably deems unfair.

As set forth in more detail below, when a disagreement arises, one should first discuss it with the involved staff person. If the problem is not resolved at that level, then the individual should discuss the matter with the President and submit a Request for Reasonable Accommodation for Disability. If the Request is not resolved to the satisfaction of the individual by the President, who shall issue a decision regarding the Request in writing, the individual may file a Grievance with the Chairperson of the Board of Directors, who shall submit the matter to the Executive Committee to review the Grievance.

### GENERAL GUIDELINES

1. Formal Grievances may be made by or on behalf of an individual of services from FAR only after Request for Reasonable Accommodation for Disability has been submitted to the President and a written decision made on the Request. Only a parent, guardian, immediate family member or personal advocate having prior designation in writing on file may make a grievance on behalf of an individual.
2. All persons described in above may attend any of the meetings involving the individual.
3. A written Grievance is necessary in all cases, with appropriate accommodations made for persons unable to do so. The format is up to the individual making the Grievance, but should include the following: the Request for Reasonable Accommodation, the written decision of the President, the nature of the concern; a factual description of the situation; and a proposed resolution.
4. Any staff member of FAR may assist an individual who needs assistance in preparing a Grievance.
5. If any part of the process explained above is unclear, or does not proceed as expected, contact the President of FAR at (248) 646-3347 at any stage for assistance.

### STEPS TO FILING A GRIEVANCE

1. Discuss the situation with the staff member involved in the activity. Wherever possible, and in order to facilitate a swift resolution, this contact should be made within five days of the disagreement at issue. If you are not satisfied after talking with the staff person, contact the President and submit a formal Request for Reasonable Accommodation for Disability. This call should be placed within five business days of meeting and/or speaking with the staff person regarding the disagreement. The President may choose to meet with you within ten business days of your submission, or otherwise respond to the Request. A final determination by the President regarding the Request will be issued in writing within 10 business days of receipt of the Request.
2. After the President issues a written decision on the Request, if you believe the problem remains unresolved, contact the Chairperson of the Board of Directors for FAR Conservatory (the appropriate contact information will be supplied by the President). Contact with the Chairperson of the Board should be made within ten business days of the written decision on the Request by the President. The Chair of the Board will accept a formal written Grievance at this point (if one has not already been submitted) and hold a meeting with the Executive Committee within fifteen business days of your contact. If the Board Chair is unavailable, another member of the Executive Committee will be contacted. The Chairperson of the Board will contact you with the Executive Committee's decision within ten business days of their meeting. This decision will be presented to you in writing.
3. Determinations and recommendations made by the Executive Committee are final. The Executive Committee shall only review the appropriateness of the President's decision on the Request for Reasonable Accommodation for Disability.
4. If the issue is still unresolved, it is recommended that you contact the following advocacy agencies:
  - The ARC of Oakland County 1641 W. Big Beaver Troy, MI 48084 (248) 816-1900  
Thomas Kendzioriski, Executive Director
  - The ARC of Macomb County 44050 N. Gratiot Ave Clinton Twp., MI 48036 (586) 469-1600  
Lisa Lepine, Executive Director
  - Michigan Protection & Advocacy Services 4095 Legacy Pkwy., Ste. 500 Lansing, MI 48911  
(517) 487-1755