



NMPASI

NORTHERN MARIANAS PROTECTION & ADVOCACY SYSTEMS, INC.

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GRIEVANCE PROCEDURE

CASE # _____

The following procedures will be used in resolving issues or complaints from applicants, clients, the client's family representative, legal guardian or legal counsel. When the program receives a complaint, it should immediately be referred to the Unit Supervisor. The Unit Supervisor will begin investigations to check for validity. This must be completed within seven days after the complaint is received. If complaint is found to be invalid, the complaint must be contacted and informed. When validity is determined, the following steps are taken.

A. Informal Conference

1. The Complaint is recorded on file.
2. The Complaint is referred to the Unit Supervisor to mediate the situation.
3. If mediation fails at this level, an official administrative hearing is scheduled within fourteen (14) days.

B. Administrative Hearing

1. If neither party wishes to resolve the issue at the informal level, a hearing is called. Participants are to include the Executive Director, Unit Supervisor, the party filling the complaint, and anyone else at the request of the filling party.
2. All parties are notified of the hearing date. The notice should include all of the complainant's rights in the process. The purpose of the hearing and the issue(s) involved should be stated clearly and simply in the notice. Ample time should be given for preparation of this meeting.
3. If problem(s) is/are not resolved by the Executive Director, the complaint may be reviewed by members of the Board of Directors, and a decision must be issued within thirty days.

I hereby declare that I have read the above and/or have had it explained to me by _____ NMPASI staff.

Signature: _____

Date: _____