

CFS Grievance Policy and Procedures

What is a Grievance?

A Grievance is when you are not happy with services and support from CFS.



We have an Open Door Policy for Grievances.

It is safe to report grievances and report whenever needed.



Why does CFS have a Grievance Policy?

CFS has a Grievance Policy to follow a Due Process with complaints.



What is Due Process?

Due Process are steps taken to file and resolve problems or complaints.



Where do I start?

Contact your Circle of Support including service providers and the people who know you best.



What is the difference between an Informal and Formal Grievance?

An Informal Grievance can be resolved within CFS with your Circle of Support. Sometimes complaints need to be settled with the assistance of OPWDD. When OPWDD is involved in a grievance, it is called a Formal Grievance.



How can you file a grievance?

You can voice a grievance at any time. The best way is by speaking to someone in your Circle of Support. You can also voice a grievance by requesting a Circle of Support meeting or at your Life Plan Meetings.



How can you be prepared?

Keep an updated contact list of people important to me. Make your own agenda for meetings. Participate in the CFS annual satisfaction survey and voice your concerns at CFS Human Right Committee.



You have a right to voice your concerns and be happy with your CFS services.

To read the full Grievance Policy and Procedures, please click [here](#).