



TMI CLIENT GRIEVANCE PROCEDURE

If something happens to you when receiving services from Toward Maximum Independence (TMI) and you think it takes away one of your rights, then you can start a grievance.

What Are Your Rights?

Rights are what the law says you should have such as the training you need to live and work like everyone else.

What Is A Grievance?

It is what you can do if you think that TMI is taking away one of your rights. A grievance gives you a chance to tell your side of the story and to try to get things changed.

This is your right and there can be no reprisal for you reporting this grievance.

What Do You Do?

1. You should report a problem to your Job Coach. He/She will help you to write it down on paper. This should be done as soon as the problem occurs. If you are uncomfortable having a TMI staff member help, have a friend, family member, or another person help.
2. Tell your Job Coach about the problem. He/she will try to help you to resolve the problem within 3 working days by responding to you verbally and in writing.
3. Tell your Division Manager about the problem. He/She will try to help you to resolve the problem within 3 working days by responding to you verbally and in writing.
4. If you are not satisfied with the answer you received, take the problem to the Director of Employment Solutions. The Director will help you to resolve it within 3 working days by responding to you verbally and in writing.
5. If you continue to be dissatisfied, you can take your concerns to the Associate Executive Director at TMI who will respond to you verbally and in writing within 3 working days.
6. Final hearings of grievance are handled by TMI's Board of Directors.

If you don't like an answer at any time during this process, you can take your grievance to your Senior Vocational Rehabilitation Counselor or Regional Center Service Coordinator.

