



PROGRAM PARTICIPANT GRIEVANCE PROCEDURES

Community Action Partnership of Mid-Nebraska will not discriminate in the provision of services to an applicant because of their race, color, national origin, sex, age, religion, political affiliation, marital status, family status, or disability status.

It is our intent to provide courteous and professional services to all who meet the eligibility guidelines for the individual programs we administer.

If a program participant or applicant has a complaint about an incident or denial of services they should immediately notify the supervisor of the program involved for resolution of the problem. This information will be provided by on site staff, is available on our web site at www.mnca.net, or may be obtained by calling our toll free number of 1-877-335-6422.

If the participant or applicant is not satisfied with the response or if the problem involved the program supervisor, they may send a written statement of the grievance or complete a grievance form (*Mid-36*) and send it to the following address:

Grievance Committee
Community Action Partnership of Mid-Nebraska
16 W. 11th Street
P.O. Box 2288
Kearney, NE 68848

All complaints or grievances will be promptly investigated by the Grievance Committee and the resolution will reflect the program guidelines. The CEO, upon review of the Committee's findings, will issue a final determination for resolution of the grievance. This determination may be subject to review by the Community Action Board of Directors' Executive Committee.

with this decision because:

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

I am unhappy with one of your employees because:

Please provide or attach any additional information that may be helpful to a resolution of this situation.

Your concerns will be reviewed by the Grievance Committee within 30 days of receipt of the information. The Grievance Committee will present their findings to the CEO of Community Action Partnership of Mid-Nebraska. The CEO will review the findings and issue a final determination for resolution of the grievance. This determination may be subject to review by the Community Action Board of Director's Executive Committee.

Your signature