



CONSUMER-DIRECTED SUPPORT WORKER GRIEVANCE POLICY

WHAT IS A GRIEVANCE?

A grievance is a complaint about something you do not like or feel that something is unfair.

WHAT IS YOUR GRIEVANCE PROCESS?

You are encouraged to address concerns directly with your Employer; which is the Service Recipient or their Representative right away. The Service Recipient, Representative or Managing Party should help you resolve the matter in a timely fashion.

If the matter cannot be resolved with the Service Recipient or Representative and is outside the scope of Consumer Direction's roles*, you always have the option of discontinuing your employment relationship with the Service Recipient or Representative.

WHAT IS WITHIN CONSUMER DIRECTIONS SCOPE?

Consumer Directions can only help you to the extent of our Roles & Responsibilities (which you received upon hire by the Service Recipient or Representative).

*This is going to be limited to issues with your paycheck, W-2, withholdings, third party income verifications, garnishments, levies, child support, background checks, etc.

In these situations, please contact Consumer Directions for assistance and they will resolve the matter with you.