



OCEAN STATE CENTER FOR INDEPENDENT LIVING

1944 Warwick Ave, Warwick, RI 02889 ~ 175 Main St, Pawtucket, RI 02860

Phone: 401-738-1013 ~ VP: 244-7792 ~ Website: oscil.org

GRIEVANCE PROCEDURE FOR OSCIL CONSUMERS

Any OSCIL Consumer who has a grievance is encouraged to observe the following steps:

- 1. Discuss the grievance with the Independent Living Coordinator.**
- 2. If the grievance has not been resolved, the consumer should meet with the Program Manager.**
- 3. If the situation is not rectified, the consumer may discuss the problem with the Executive Director.**
- 4. If the consumer is still dissatisfied, the Executive Director will arrange a meeting for all parties involved and document the discussion. All parties will sign the meeting minutes document.**
- 5. If, after the meeting the consumer is dissatisfied with the outcome or decision, they may appeal to C.A.P.**

Note 1: A consumer at ANY time has the freedom to appeal directly to the C.A.P.

Note 2: Please see the Rights of a Consumer of OSCIL which explains the appeal process for C.A.P. If you have misplaced your copy, one will be furnished to you upon request.