



445 A Willard Ave
Newington, CT 06111

FAMILY ADULT DAY CARE CENTER GRIEVAANCE PROCEDURE

The Family Adult Day Care Center has adopted an internal grievance procedure providing an equitable resolution of complaints alleging any action prohibited by the United States Department of Public Health, Section 504 of the Rehabilitation Act of 1973 states, “no otherwise qualified handicap individual shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The law and regulations may be examined in Administrative Offices by the following procedure:

1. A complaint should be in writing, containing the name and address of the person filing it, and briefly describe the action alleged.
2. The complaint is to be filed in the office of the Coordinator of the Program within a reasonable time after the complaint is alleged.
3. The Coordinator shall conduct an investigation of the complaint as may be appropriate to determine its validity. These rules contemplate informal, but thorough investigation, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
4. The Coordinator shall issue a written decision determining the validity of the complaint no later than 30 days after its filing.
5. The Coordinator shall maintain the files and records of Family Adult Day Care relating to complaints filed hereunder. The Coordinator may assist persons with the preparation and

filing of complaints, participate in the investigation of complaint, and advise the Director of Human Services and/or Human Resources concerning the resolution.

6. The resolution shall be presented to the named party in writing after review of the Coordinator and the Director of Human Resources and/or Human Services.

Signature _____ Date _____