



PARTICIPANT GRIEVANCE POLICY

In accordance with best practices, WRAP strives to provide quality service to all participants and to provide a mechanism for feedback when problems arise.

PROCEDURES:

1. If a participant has a grievance regarding their service at WRAP, she/he has the legal right to request a review. A grievance review request must be in writing, must be addressed to the Manager of the program in which they are participating and must specify the area of concern.
2. The Program Manager will respond to the request within two working days. This response will be in writing.
3. If the participant disagrees with the findings of the Program Manager, the participant may request a review by the Executive Director. This request must be in writing.
4. The Executive Director will respond within two working days. This response will be in writing.
5. At all times during this process, the participant will continue to receive services to the best of the Program's ability. Referral to agencies that may better serve the specific needs of the participant will be included in the services offered to the participant.

***If you have any other questions about your rights as a victim,
please contact WRAP at 800-273-8712.***