



# Community "Grievance" Policy

Have a concern? We want to help.

- If possible, the concern should be addressed to a staff member who is responsible for the area of concern. If the individual does not feel their concern or question has been resolved, they may submit a written statement to the Executive Director.
- The Executive Director will investigate the concern and respond to the individual.
- If the concern is not resolved, the individual may file a written statement with the CASA Board of Directors. The Board of Directors' decision is final. No further appeal or review is available.