



## Shingle Springs Tribal TANF Program Displacement Grievance Process

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If any member of the public feels like our service was not fair and equitable or feel they were displaced from employment due to placement of a Tribal TANF participant then they may fill out a complaint form and submit to the Quality Assurance Officer.

**External users:** Any member of the public: participants, relatives, visitors etc.

### External Process:

Any external user may request a Complaint form from reception or online at [shinglespringsrancheria.com/TANF](http://shinglespringsrancheria.com/TANF). Once the form is completed please place in a sealed envelope and address to the Family Advocate (“FA”) III /Site Manager.

All Complaint/Grievance are to be treated as confidential.

Upon receipt of a Complaint form, the Family Advocate III will review the issue and discuss the issue with the Executive Director and SSTT Quality Assurance (QA) Officer.

SSTT QA Officer will conduct a confidential investigation and talk only to the individuals that may be involved including the original author of the form. QA will have 5 business days to complete the investigation from the date the form was submitted.

After investigation, QA will write a report and recommend action to take, if appropriate, the report will go to the Executive Director for review prior to being given to the FAIII. The FA III will send a letter acknowledging receipt of the Grievance/Complaint form with SSTT actions (if appropriate) to the forms author. The FAIII has 10 business days from the date of the Complaint form to respond.

If the external user is not satisfied with the decision they may appeal to the Executive Director in writing within 10 days of the date the informing letter was sent. The decision on the appeal from the Executive Director will be final.

All actions and decisions remain confidential.