

## GRIEVANCE POLICY

### You may file a grievance for any of these reasons:

- Disability Justice has not taken your case, and you want to appeal our decision.
- You object to the closure of your case.
- You are not satisfied with our services.

Our staff and board members will treat you respectfully and will not engage in retaliation. We will provide reasonable accommodations, auxiliary aids, or services necessary to process your complaint.

### You have 30 days after receiving our decision or action to

#### Contact our Executive Director

- By [email](#), [phone](#), or by mail: PO Box 300309, Denver, CO 80203
- You can call toll free at [1-800-288-1376](tel:1-800-288-1376)

#### Include your

- Name
- Contact information
- Your complaint
- Supporting documents

All phone lines are voice/TTY

If you represent the complainant, please describe your relationship and submit a document – signed by the client – authorizing your representation and the release of client information. We will respond to your complaint within 15 business days after we receive it.

# DISABILITY JUSTICE

**If you are not satisfied with the Executive Director’s decision, you will have 30 business days after receiving it to request a review by the Executive Committee of our Board of Directors.**

You may use the same [email](#), [phone numbers](#), or mailing address (PO Box 300309, Denver, CO 80203) as above. Please begin this message with “Attention Board President.”

- The committee will then hold a virtual meeting to review your request. You and/or a representative may attend this meeting; we will do our best to accommodate your schedule.
- The committee may meet in executive session to reach a decision. The committee will mail or email its decision to you within five business days of the meeting.
- The committee’s decision is final.

