

CALIFORNIA RURAL INDIAN HEALTH BOARD, INC.
ACCESS TO RECOVERY (ATR)

POLICY MANUAL	AAIR PROGRAM	PAGE	1 of 1
CHAPTER 23	GRIEVANCES	NUMBER	c23.s3.0
SUBJECT	Review, Decision, and Notification		
EFFECTIVE DATE	2/1/10		
REVISION DATE			

POLICY:

AAIR Administration will review grievances containing the required information within 30 calendar days of receipt. If a grievance is submitted without the required information, AAIR will contact the filing party to obtain the missing information prior to reviewing the grievance. If AAIR is unable to obtain the missing information, AAIR may elect to disregard the grievance.

PROCEDURE

Grievances will be reviewed using the following procedure:

1. AAIR Administration will contact the party against whom the grievance was filed, and schedule a meeting or conference call to review the allegations. If necessary, materials or records relevant to the successful review of the grievance will be identified and gathered
2. AAIR Administration will review the evidence and make a decision no later than 30 calendar days of receipt of the grievance. If an egregious act has occurred, positive steps will be taken to resolve the problem.
3. AAIR Administration will notify the reporting party of the grievance decision in writing within 14 calendar days of the decision. The letter will include the party's right to request reconsideration of the decision.
4. A copy of the decision letter will be provided to the Corporate Compliance Officer.

[END]