

## **Equal Opportunity to Participate in and Receive Services**

VOLUNTEERS OF AMERICA will provide agency services and/or benefit gained through access to agency services equally and without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, handicap or status as Vietnam-era or special disabled veteran, or use of trained guide dog or service animal by a person with a disability. VOLUNTEERS OF AMERICA shall operate in accordance with applicable federal laws and in compliance with the Americans with Disabilities Act, to include HIV Aids and other communicable diseases covered under the Act.

If you feel you have been discriminated against please contact the Affirmative Action Officer in the Human Resources Department for complaint resolution procedures.

### **Consumer Rights:**

1. Consumers of VOLUNTEERS OF AMERICA WESTERN WASHINGTON will be afforded the same civil rights enjoyed by citizens of the State of Washington. These rights will be articulated throughout the agency and available for dissemination to the individual, parent or guardian, advocate, or anyone who requests a copy.
2. Each consumer has the right to be treated with dignity, kindness, respect and consideration at all times.
3. Each consumer has the right to apply for services regardless of their age, sex, minority status and/or disability.
4. No information about any consumer, including published names and pictures, may be released without prior written authorization by the consumer and/or legal representative.
5. All consumers have a right to privacy. All information in client records is considered private and confidential, in accordance with all applicable laws and regulations.
6. Each consumer has the right to develop to his/her full potential.
7. Each consumer has the right to access his/her personal records, in accordance with all applicable laws and regulations.
8. Each consumer has the right to refuse services. In some cases, VOLUNTEERS OF AMERICA WESTERN WASHINGTON may be required to act or notify authorities despite the consumer's refusal.
9. Each consumer has the right to be free of and protected from neglect, exploitation, mental and physical abuse, and degrading treatment.
10. Each consumer has the right to explore and participate in his or her own cultural interests and background.
11. Each consumer has the right to seek out other services that may best meet their needs.
12. Each consumer has the right to be self-reliant.
13. Each consumer who is not satisfied with the services received has the right to complain and /or grieve this matter in accordance with the complaints and grievances policy without restraint, interference, coercion, discrimination or reprisal.

### **Complaints and Grievance:**

1. Each consumer who is not satisfied with the services received has the right to complain and /or grieve the matter.
2. Handling of Reported Complaints: All reported complaints shall be forwarded to the Compliance Officer (Human Resources Director) by the person receiving the complaint within 48 hours of receipt.

3. Any person receiving an oral report of a complaint shall document that report in writing by the end of the workday on which the person received the report. For all complaints received, the Compliance Officer will notify the sender and acknowledge the receipt of the reported violation or suspected violation within 5 business days of receipt. All reports will be promptly reviewed upon receipt.
4. If the Compliance Officer concludes that no action is required he/she shall make a brief record of his/her decision in that regard and the rationale for the decision. If the complaint appears to involve a human resources issue, the matter may be referred to the appropriate Vice President or CEO for review and appropriate action. In such cases the Human Resources Director shall report the disposition of the complaint to the CEO in writing.
5. If the Compliance Officer concludes it is appropriate to investigate the complaint or alleged violation further, he/she shall conduct or cause to be conducted such investigation as he/she deems appropriate. For any such matter the Compliance Officer may call upon the CEO for assistance in investigating the complaint or alleged violation. In cases involving any violation of law or regulation, or in any case that may trigger a disclosure obligation to a government agency or other outside entity, the Compliance Officer shall involve the CEO in the investigation. In cases deemed appropriate by the Human Resources Director and/or CEO, outside counsel may be engaged to assist in the investigation.
6. The investigation of any complaint by, involving, or implicating the Compliance Officer shall be investigated by the CEO and the Compliance Officer shall be removed from any responsibility relating to the conduct of such investigation.
7. Upon completion of any investigation, the Compliance Officer, with the assistance of the CEO in relating to complaints involving the Compliance Officer, shall make a written report of the investigation including recommendations for any corrective action deemed necessary and the necessity of making disclosures to governmental agencies or other outside entities. The results of the investigation shall be reported to Chief Executive Officer. The Chief Executive Officer shall take all necessary action to implement the investigator's recommendations to the extent deemed appropriate.
8. All documentation pertaining to a complaint investigation shall be retained by the Compliance Officer for a minimum of 1 year from the conclusion of the investigation.
9. The Compliance Officer for VOLUNTEERS OF AMERICA WESTERN WASHINGTON, Inc. may be reached at:

VOLUNTEERS OF AMERICA WESTERN WASHINGTON  
Human Resources Director  
P.O. Box 839  
Everett, WA 98206-0839  
425.259.3191