



Grievance Procedure

Equal Opportunity Statement

The Empowerment Program shall not discriminate against any staff, volunteer, board member, applicant for employment, and participants who receive services on the grounds of race, creed, color, religion, sex, national origin, age, disability, political affiliation or belief, veteran status, sexual orientation, gender variance, source of income, disability, marital status, or any other consideration prohibited by law for the purpose of service, employment, membership or leadership.

Grievance

Persons seeking or receiving services from The Empowerment Program have the right to challenge decisions affecting their eligibility for enrollment and/or participation in program services and to appeal those decisions through the following procedures:

- 1) A grievance must be filed in writing, signed and dated by the person who disagrees with the decision and directed to the Executive Director of the Empowerment Program, 1600 York Street, Denver, CO 80206, (303) 320-1989. In the event that the Executive Director is named in the grievance, the grievance must be directed to the President of the Board of Directors at the same address.
- 2) Within ten (10) working days of receipt of the grievance, a hearing will be held with complaining party, the Executive Director and the EEO officer of the Board of Directors. A decision will be made within five (5) working days of the hearing and will be given to the complaining party in writing. An appeal of the decision may be made within five (5) working days of the hearing decision.
- 3) If an appeal is filed, the Executive Committee of the Board of Directors will hold a hearing. A decision will be made within five (5) working days. An appeal of that decision made within five (5) working days.
- 4) If an appeal is on file, the complaining party may begin any other appropriate procedures that apply to EEOC regulations and to the specifically funded program through which services or enrollment were denied.
- 5) All grievance procedures that apply to the Job Training Partnership Act, with The Empowerment Program as contractor will be made available to the complaining party.
- 6) Participants may file a written complaint with the State of Colorado, Department of Regulatory Agencies (DORA) Mental Health Occupations Grievance Board 1560 Broadway, Suite 1350, Denver, Co 80202 (303) 894-7766 or Colorado Department of Human Services, Division of Behavioral Health (DBH) 3824 West Princeton Circle, Denver, CO 80236-3111 (303) 866-7191.

All agency personnel, including licensed clinicians, board of directors, interns, volunteers, students, community service personnel, etc. are bound by the agency rules of confidentiality and are subject to grievance if they breach confidentiality.

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Community Shares of Colorado Member