

## **Addressing Concerns – What To Do If You Have A Concern**

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As a person that receives service with Accredited Supports to the Community, or as a family member or guardian, you may have a concern with something that is happening.

The following steps can be used to help you talk about the concern:

- Talk directly to the person and see if they can help. If you are a person receiving services and you have a guardian, you can talk with your guardian, family members, or a staff person you trust
- If you are a guardian or family member of a person receiving services, you can talk with area employees
- If you still have a concern, talk directly with the person in charge, this can be a Team Manager, Coordinator, or their supervisor

If you still have a concern and you don't feel it has been resolved you can talk or write a letter to the Executive Director. They will work with you to try and resolve your concern.

If the Executive Director is not able to resolve your concern you can ask for help from others (family or an advocate) or write a letter to have the Board of Directors of ASC hear your concern.

- To do this you will need to write a letter (you can get help with this if you need it)
- The Executive Director will take your letter to the Board of Directors
- The Board of Directors will review your concern
- They will write you a letter back with any decisions they have made
- The decisions of the Board of Directors are final within Accredited Supports to the Community

If you think your concern is still not addressed ASC will try to give you other resources and options.

To contact the ASC main office call: 1-866-556-4122.

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