

Breathe Pennsylvania is committed to ensuring the quality of our organizations programs and services, as well as safeguarding participant's rights. All Breathe Pennsylvania employees and representatives share responsibility for your satisfaction with the programs and services you receive. Should you wish to express concerns or dissatisfaction with Breathe Pennsylvania's programs or services, you have the right to file a grievance. A grievance is defined as a complaint, either written or oral, expressing dissatisfaction with programs or services provided.

When a participant files a grievance, the following actions will be taken:

1. If the complaint is filed orally, the grieved party will be asked to put his/her comments in written format.
2. The grieved party must file a written grievance with the Executive Director within five (5) business days following the scheduled receipt of programs or services.
3. The Executive Director, after notified of the occurrence, will meet with the program and service provider(s) within five (5) business days to discuss the matter and issue a written recommendation to resolve the matter.
4. If the grieved party is not satisfied, he/she may file a written appeal with the Executive Director within five (5) days of receipt of the response from the Executive Director. An investigation will be conducted, which will include a review of all related documents preceding **Step 4**. The Executive Director will meet with the program and service provider(s) and will issue a determination to resolve the matter within five (5) business days of receipt of the appeal.
5. If the grieved party is not satisfied, he/she may file a written appeal with the President of the Board of Directors within five (5) days of receipt of the determination from the Executive Director. An investigation will be conducted, which will include a review of all related documents preceding **Step 5**. The President of the Board of Directors may meet with the Executive Director and program and service provider(s) and will issue a determination to resolve the matter within five (5) business days of receipt of the appeal. The decision of the President of the Board of Directors will be final.