



## **DISPUTE RESOLUTION FOR DAY/VOCATIONAL PROGRAM**

Based on 8.605.2

When a student/client has a complaint regarding a decision made by Skills Academy, they shall be given the opportunity to appeal the decision. Going through the appeal process shall not prejudice the future provision of appropriate services or supports to the individual in need of and/or receiving services.

During the appeal process, an individual shall not be coerced, intimidated, threatened or retaliated against because that individual has exercised his or her right to file a complaint or has participated in the dispute resolution process.

If an individual decides to file an appeal, it must be done within 2 days of the decision made by Skills. Persons must provide an email ([alex@skillsacademyvc.org](mailto:alex@skillsacademyvc.org)) stating why they are appealing the decision. The appeal must include at least the following:

- Name of student/client involved
- Date
- All relevant contact information for support parties (i.e. guardians, HHPs, TRE representatives, etc.)
- A description of why you are appealing. Please provide as much detail as possible.

Once an appeal is submitted, the Superintendent will convene with appropriate staff to review the appeal and any other relevant information. A meeting will be established within 24hrs of receipt of the appeal. The meeting will consist of all applicable parties to come together in order to find a mutually acceptable solution.

Mediation is an option if all parties voluntarily agree to this process:

- All parties must agree to coordinate and address the dispute to find a mutual solution within 48hrs of the submission of the appeal
- The outcome or resolution of the process must be completed within one week of service with all change or modifications to the client's Plan of Care (POC)

No person receiving services may be terminated from services or supports during the appeal process until a final decision has been reached. However, if the organization determines an emergency situation, then immediate action will be taken.

If an individual wishes to receive assistance in the generation of an appeal, they can contact the following persons:

- Any direct care staff from Skills assigned to the student
- Their TRE (The Resource Exchange) case manager: 719-380-1100 or 877-611-7808

Any party not satisfied with the outcome or resolution of the process may contact the Colorado Department of Public Health and Environment (CDPHE) for further assistance:

- 303-692-2926
- [cdphe.hfdintake@state.co.us](mailto:cdphe.hfdintake@state.co.us)