



A complete copy of P&A's grievance procedure can be obtained by contacting P&A's administrative office. Upon request, the material can be provided in alternative format.

**No complaint?  
No problem?  
Suggestions are always  
welcome!**



The Protection & Advocacy Project does not discriminate in admission or access to, or employment in, its programs and activities. If accommodations are needed as a result of a disability or if you need this material in an alternative format, please contact the P&A administrative office.



**GRIEVANCE  
PROCESS**

## **ADMINISTRATIVE OFFICE**

400 East Broadway, #409  
Bismarck, N.D. 58501  
Phone: (701) 328-2950  
Toll free: 1-800-472-2670  
TDD relay: 711  
Fax: (701) 328-3934  
E-mail: [panda@nd.gov](mailto:panda@nd.gov)  
Website: [www.ndpanda.org](http://www.ndpanda.org)  
Emergencies after business  
hours and on weekends:  
1-800-642-6694

**North Dakota  
Protection  
&  
Advocacy  
Project**

The Protection & Advocacy Project (P&A) works hard to provide quality services to individuals with disabilities. Staff strives to be professional, objective and fair in their communications & advocacy work with all applicants & clients.

If, however, you are dissatisfied with P&A, you have the right to complain. You may file a grievance if you:

- have applied for services from P&A; or
- are a client or former client of P&A; or
- are the parent of a child under 18 years old who has applied for services from P&A; or
- are the parent of a child under 18 years old who is a client or former client of P&A; or
- are a court-appointed guardian for a person who has applied for services from P&A; or
- are a court-appointed guardian for a person who is a client or former client of P&A.

## YOU HAVE THE RIGHT TO COMPLAIN

Issues that you may grieve or complain about are:

- P&A's decision not to provide advocacy or legal services.
- The amount, quality or kind of services being provided by P&A.
- P&A activities or policies that you believe are not legal.
- Actions or inactions of a P&A employee.

## ACCOMMODATIONS

Please let P&A know if you need reasonable accommodations, due to a disability, to effectively carry out the grievance process. This may include asking P&A to provide you with materials in an alternative format or requesting that P&A find someone to help you write your complaint.



## THE PROCESS

To start the process, mail or deliver your written complaint to P&A's director within fifteen (15) days of the decision or action with which you are dissatisfied.



P&A will thoroughly investigate your grievance. You will receive a written response from the executive director. If you continue to be dissatisfied, you may appeal the decision to the Committee on Protection and Advocacy (P&A's governing board). Contact information is provided on the reverse side of this brochure.

