



Destiny's Ride Therapeutic Program Inc.

Program Location: 114 Ostrander Rd Ghent, NY 12075

Mailing Address 406 Old Post Rd ~ Stop 24 Ghent, NY 12075

destinysridetherapeutic@gmail.com (518) 610.4408

PROBLEM-SOLVING AND GRIEVANCE PROCEDURE

One of Destiny's Ride Therapeutic Program, Inc.'s Core Values is "to provide a compassionate, caring, nurturing and respectful environment for the Destiny's Ride Community." We know, at times, that disagreements develop. Destiny's Ride Therapeutic Program, Inc. wants to assist you in solving problems and settling grievances quickly and fairly and has developed a procedure to do this. We believe that the best way to resolve disagreements and issues is to talk about them and find mutually agreeable solutions to the problems.

This procedure can be used for any complaint, including if you believe you have been discriminated against because of race, creed, color, sex, sexual orientation, age, national origin, marital status, or the presence of any disability. This procedure can also be used if you think that someone, including a staff member, has treated you in a way that doesn't follow Destiny's Ride Therapeutic Program, Inc.'s policies, and procedures.

Solving Problems

If you have a complaint about another rider, a volunteer, the program, or a problem with staff, the first step is to talk to this person about it. If you have a disagreement with a particular person, it is best to speak with that person. If you can't do that or feel that the problem isn't settled, talk with a staff member or the staff member's supervisor.

The supervisor may talk with you alone or, depending on the situation, may want to speak with both of you together to help you reach an agreement. If you can't agree, the supervisor will decide how to settle the problem.

If you disagree with the supervisor's decision, you can talk with the Executive Director. S/he will also speak with you, and anyone else involved and decide how to settle the problem.

Filing a Grievance

If the problem is not settled in the discussions described above, you may follow the formal grievance procedure as outlined below. Submit a written grievance to Destiny's Ride Therapeutic Program, Inc. Program Director or Executive Director. The grievance must be signed and dated by you and/or someone representing you. Helpful information includes the names of people involved, the date(s) of the incident, a description of what happened, and other facts that describe the problem. The more information you provide, the better the Executive Director will understand the situation.

If you need assistance in writing your grievance or in some other way, you may ask a staff member or someone not receiving services at Destiny's Ride to help you. You may also choose a staff member, family member, friend, or another advocate to represent you in the grievance procedure.

Give your written grievance to the Program Director, who will give you a description of Destiny's Ride Therapeutic Program, Inc. grievance procedure and will answer your questions about the procedure. This person will share your grievance with the Executive Director.

GRIEVANCE PROCEDURE

* If the matter cannot be resolved informally, the grievance may be submitted to the Program Director or the Executive Director. The grievance must be made in writing within thirty (30) days of the date the grievance arose and should contain a description of the concern date(s) it occurred, the policy that was violated, and the remedy sought.

- The Program Director will inform the Executive Director in writing of the grievance.
- The Executive Director or his/her designee will investigate the grievance and respond in writing within seven (7) working days of the grievance filing. The investigation shall include, but is not limited to: a conversation with the person submitting the grievance re: situation; and conversation those named in the grievance.
- The Executive Director's decision is final.
 - Time limits outlined in the preceding steps may be extended only by mutual written consent of all parties to the grievance.
 - No one is penalized for proper use of the grievance procedure.
 - Final decisions on grievances are not precedent-setting or binding on future grievances.
 - All matters under this policy are treated as confidential.

RECORD KEEPING PROCEDURE OF THE GRIEVANCE

To keep track of grievances and whether a pattern is occurring, the Executive Director will:

- File the original grievance in a client file. These files, at all times, will be kept separate from other files. Destruction of these files will be in accordance with the file destruction policy.
- The Executive Director will gather and maintain all records that are relevant to the grievance.
- The Executive Director follows the policy and procedures for investigating a grievance per Destiny's Ride policy and procedures manual.
- The Executive Director creates a file on "Resolved Grievances" that have occurred.
- These files are kept in a locked file cabinet.
- The Executive Director reviews this file every six months to determine if any patterns are occurring and improve the quality of service to Destiny's Ride and its riders.
- The Executive Director is responsible for setting up the filing system that assures 6-month review of files to maintain the quality of services provided by staff and volunteers at Destiny's

Ride.

- The Executive Director is responsible for assuring that all staff is familiar with and understands the entire grievance policy and procedures. Training on the policy and procedures will occur at the time of hire and annually.
- The Executive Director is responsible for assuring all staff has access to the necessary document forms to fill out if someone is considering a grievance.

If the grievance is about the Executive Director, it shall be submitted to the Board Personnel Committee, who will follow the same steps as above.