

Client Appeal Policy

In the event that a client is denied services, or should a client not be satisfied with services delivered, or should a client have any other grievance regarding services from the Community Action Agency of Southern New Mexico (CAASNМ); the client shall have the right to file a grievance and/or appeal on any adverse decision. Clients may appeal a decision made by CAASNМ within thirty (30) days which is adverse to them and may present grievances about the operation of the CAASNМ's services program as the operation pertains to and affects the client. The process for the grievance/appeal shall be as follows:

1. The client must talk with the appropriate supervisor/program director to try to informally resolve the grievance/appeal.
2. Should it be impossible to resolve the grievance/appeal informally, the client may, within thirty (30) days of the grievance/appeal, file a formal grievance/appeal, by contacting 575-527-8799 Ext. 130 or sending an email to the Operations Manager at crawfordm@caasnm.org who will forward to the Program Director.
3. Within fifteen (15) days of the filing of the grievance/appeal, the Program Director shall review all the circumstances involved in the grievance/appeal, and issue a decision, in writing, to the client and to the CAASNМ employee involved.
4. If the client is not satisfied with this decision, the client may then, within two (2) weeks, appeal the Program Director's decision to the CEO. The CEO shall issue a decision, in writing, to the client and all other parties within two (2) weeks. This decision shall be issued in writing and shall be the final decision of CAASNМ.

The right of a client to file an appeal/grievance shall not be hindered, and any employee interfering with this right shall be subject to disciplinary action, including termination.

The right of a client to file an appeal/grievance shall be posted in English and Spanish, in all CAASNМ Offices, and referenced in all letters or notices to clients regarding services. If the client needs assistance in completing the grievance form, a disinterested person shall be assigned to assist the client.

ANY APPEAL BASED SOLELY ON CHALLENGING ELIGIBILITY GUIDELINES SHALL BE DECIDED BY THE EXECUTIVE DIRECTOR, AN NO RIGHT OF APPEAL TO THE BOARD OF DIRECTORS SHALL BE AVAILABLE.