



Employment Services Program

COMPLAINT POLICY

Any person applying for or receiving services from the Tempus Unlimited, Inc. Employment Services Program has the opportunity to communicate concerns about their staff experience or outcome of services. Throughout this description, "You" refers to the consumer who is applying for or receiving services, or his or her surrogate or legal guardian. "We" refers to the Tempus Unlimited, Inc. Employment Services program. This policy is made available and reviewed at least annually to all people who utilize the Tempus Unlimited, Inc. Employment Services program. .

You are encouraged to solve this conflict directly with Tempus Unlimited staff in a way that maximizes respect and outcome. If you believe your concerns or issues have not been resolved with staff, you can contact the office directly. We will verify your concern and notify the Manager of Employment Services. The Manager will look into the matter and respond to you within 10 business days.

If you believe your issue hasn't been resolved by the decision of the Manager, you may put your concerns in writing and send them to the Tempus Unlimited Community Services Director. You can mail or fax to the Tempus Unlimited, Inc. office at 877-867-1890. The Director will review the issues and respond to you in writing within 10 days.

If you believe your issue hasn't been resolved by the decision of the Director, you may report these concerns in writing to the Chief Executive Officer (CEO) of Tempus Unlimited, Inc. The CEO will examine the issue and respond to you in writing within 14 days. If the CEO hasn't resolved your issue, you may report Tempus Unlimited to your MRC Counselor for further communication.

Regarding communication access and your rights: Tempus Unlimited will respect a person's language or communication capability. Tempus Unlimited will make every attempt to match you with a staff person who has language/communication capability to best provide services.

If you use American Sign Language and/or Certified Deaf Interpreters, Tempus will work closely with your MRC RCD to arrange access to interpreters for activities that involve job interviews, job orientations, job coaching and other meetings that you prefer to have an ASL or CDI interpreter. It is your choice to work with someone who isn't fluent in ASL or to work with someone still learning ASL. Tempus will strive to provide appropriate access with your input. You can communicate with the Employment Services Manager at any time you feel that your services aren't meeting your expectations. After you have contacted the Employment Services Manager and if you still feel you have an issue, you can contact the Director of Community Services anytime you feel that your services aren't meeting your expectations. If your issue remains unresolved, you may contact Tempus Unlimited CEO, or further contact MRC as stated above.