

Grievance Procedure

TIEE is committed to maintaining a positive work and learning environment. No enrollee at TIEE will be discriminated against because of race, creed, color, disability, national origin, sex, age, political affiliation, sexual orientation, beliefs, or any other basis protected by federal, state, or local law, ordinance, or regulation.

If an enrollee feels they have been denied any service-related opportunities or have been discriminated against, they may initiate a grievance. Our policy ensures that TIEE will make every effort to investigate and resolve any expressed grievance in a fair and equitable manner. **No enrollee of TIEE should fear reprisal or discrimination for having expressed a concern.**

Resolution Process

We ask that enrollees first express general concerns to their initial support person (such as their Case Manager) in a collaborative, problem-solving manner. If a resolution cannot be achieved and the problem persists, the following formal steps apply:

1. Step 1: Review with the Program Director: Within 72 Hours.

If the problem remains unresolved with the Case Manager, the enrollee may arrange a private meeting with the Director of Vocational & Adult Services to discuss the grievance. This meeting will be scheduled within 72 hours, whenever possible.

2. Step 2: Executive & Regional Center Escalation: Within 72 Hours.

If a resolution is still not reached, the enrollee shall schedule a meeting with the Executive Director and/or contact their San Diego Regional Center Service Coordinator to discuss the grievance. This meeting will be scheduled within 72 hours, whenever possible.

3. Step 3: Final Notification: Within 15 Days.

All parties involved will be formally notified of any actions taken as a result of the grievance within 15 days of the final meeting.

Policy Note: TIEE reviews this written internal grievance procedure for enrollees on an annual basis to maintain the highest standards of care and compliance.