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Client Grievance Policy

Deaf Centers of Nevada has a formal grievance procedure for any caller or client who is dissatisfied with the services provided by the agency.

Notice as to the existence of an established client appeal procedure and the availability of a copy upon request will be provided:

1. orally, at intake, to a caller who disagrees with a determination that he or she is not eligible under our programs or that their case is not within priorities;
2. in the rejection letter for a case within priorities;
3. in the retainer agreement; or
4. in a case closure letter for a case that is closed before the client believes he has achieved a satisfactory resolution.

Grievance Procedure

Clients, potential clients, and members of the community are encouraged to submit written comments to Deaf Centers of Nevada about interactions with our employees and any and all issues related to the legal rights of people with disabilities. Such written submissions should be directed to the Executive Director at the address below. We are continuously striving to improve customer service, raise community awareness of our services, and keep abreast of issues confronted by people with disabilities across the state.

If you have contacted Deaf Centers of Nevada requesting services, you will receive a prompt response to your inquiry. If you are not satisfied with our action or decision, you may file a grievance with the Executive Director within 30 days of your receipt of the action or decision. The grievance must be in writing, or an otherwise agreed accessible format, and addressed to:

Executive Director
Deaf Centers of Nevada
PO Box 60823
Boulder City, NV 89006

Or email:

DCNExecutives@dcnv.org

The Executive Director, or his/her designee, will investigate your grievance, including reviewing any underlying documentation, and examine any additional information submitted with the grievance. The Executive Director will send a written decision to the grievant by US Mail within 30 days of the receipt of the grievance.

If you are dissatisfied with the Executive Director's decision, you may seek review by appealing to the Executive Committee of Deaf Centers of Nevada governing Board of Directors within 30 days of receiving the Executive Director's decision. The appeal of the grievance to the Executive Committee must be in writing or in the previously agreed alternative format and addressed to:

President, Board of Directors
Deaf Centers of Nevada
PO Box 60823
Boulder City, NV 89006
Community Hotline: 702-381-7414

Or email:

DCNboard@dcnv.org

Upon receipt of a grievance appeal, the Executive Director will promptly distribute copies of the grievance appeal, the original grievance, the Executive Director's decision, and all related documentation to the members of the Executive Committee. The Executive Committee will review the materials and subsequently meet in person or by conference call to discuss the matter and render a decision. A vote by a majority of those present shall govern the final decision on the grievance. The President of the Board of Directors shall issue a written decision stating the majority's conclusion which shall be sent by US Mail within 30 days of the receipt of the grievance appeal. This shall represent the final action on the matter by Deaf Centers of Nevada.

There is no opportunity under this grievance procedure for a hearing and/or in person presentation to the Executive Director, the Executive Committee, or the Board of Directors.

To request an alternative to a written grievance, please contact the Executive Director via email or at any of the numbers found at www.dcnv.org.