

touching lives since 75

Grievance Procedure

ORRC policies have been developed to be fair to all participants. ORRC wants each person who comes to enjoy the experiences they have while here. However, we know there will be times we are concerned about something. The management of ORRC encourages you to discuss those concerns with your supervisor. This grievance procedure should be used if you believe ORRC has not treated you in a manner that agrees with company policy. The following steps should be taken:

Step 1. You are to present the concern verbally or in writing to the Waiver Services Site Manager within five working days of the situation. The Waiver Services Manager will consider the information and make a decision within five working days and inform you of the decision.

Step 2. If you are not satisfied with the decision, the employee may present the matter verbally or in writing to the Executive Director within five working days of the manager's decision. The Executive Director will consider the information and make a decision within ten business days and inform you of the decision. The Executive Director's decision is final.

If the matter is concerning your rights, you may report it directly to the Executive Director or an advocate at 877-600-7437 or contact the disability Law Center of Virginia at 800-552-3962.

Revised: 2/01/2021

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