

PLACER INDEPENDENT RESOURCE SERVICES

11768 Atwood Rd., #129, Auburn, CA 95603

V) 530-885-6100 (V) 800-833-8453 (TTY) 530-885-0326

Consumer Appeal Process

You have the right to appeal a decision or make a complaint about **PIRS'** services. You will not be penalized for it. Appealing a decision or filing a grievance will not influence future services or your right to fair treatment at **PIRS**.

If you have an unresolved issue with your service provider, contact the Director of Advocacy and Services either in person, by phone or in writing. Please provide your name, phone number, address and a brief description of the problem including:

- a. What happened and when.
- b. Who was involved, and what explanation you were given for the decision.
- c. How you would like to have the problem resolved.

The Director of Advocacy and Services will explore the situation and give you a written response within five (5) working days.

If you want to appeal further, you may write a letter to the Executive Director. You will need to include all the information described above. The Executive Director will review all the information provided and meet with you to discuss resolution of the matter. A written decision will be given to you within ten (10) working days.

You may appeal further to the Board of Directors using the same format. A written decision will be given to you within ten (10) working days. The decision of the Board cannot be appealed.

You also may file a complaint with the Client Assistance Program (CAP) provided by the California Department of Rehabilitation. You may file a complaint against any agency receiving Dept. of Rehabilitation funds, including this Independent Living Center. You may file a complaint concurrently with **PIRS** and with CAP. The CAP advocate will investigate concerns.

The CAP Program is administered by [Disability Rights California \(DRC\)](#). Consumers can reach their CAP advocate by calling DRC's statewide toll-free number at 1-800-776-5746 or TTY: 1-800-719-5798.