

How Are We Doing?

Each year you will be given the opportunity to complete a survey to let Cascade staff know what you think about the service provided. However, if there is ever something you want to tell us—don't wait! Please talk with your staff now!

You have a problem and/or a complaint.
(At any time you can request a neutral third-party to mediate.)

Talk with your Cascade Support Staff

If not resolved
Contact the appropriate Supervisor within 30 calendar days of the event
When submitting a grievance in writing, please include Date of Incident, Specific Details of what occurred, the resolution you want to see, and your signature (unless sent by email).

Refer to the Cascade Policies, Person Served Grievance Policy

Note: At any time during this process, you have the right to submit your grievance to the Office for Equal Opportunity, or the Office of Civil Rights and to seek legal counsel or access self-advocacy groups to support you in carrying out your legal right to a grievance hearing. If a customer of the Department of Vocational Rehabilitation files a grievance, we will check with the DVR Counselor to see if the customer has a Necessary Supplemental Accommodation (NSA).

If not resolved
(within 10 working days)
Contact the Cascade Executive Director and your Case Manager/Counselor with your Contracting Agency to request a review or investigation.

If not resolved
(within 10 working days)
You may seek assistance from the Client Assistance Program (CAP), the Cascade Advisory Committee, request mediation, and/or request a fair hearing.