



Community Action of Napa Valley (CANV) Non-Discrimination Policy & Grievance Procedure

Non-Discrimination Policy: Community Action of Napa Valley's programs and services are non-discriminatory. No person shall be denied services or otherwise discriminated against based on race, color, ethnicity, age, sex, ancestry, national origin, marital status, religion or religious creed, political belief, medical condition, or disability.

Grievance Procedure:

Clients who participate in programs operated by CANV can present concerns, complaints, or grievances about services within seven (7) days of an incident. Applicants who have been denied services and wish to file an appeal must follow the same process as clients participating in programs. Every attempt should be made to resolve complaints informally and at the lowest level. If all attempts for informal resolution have failed, the process for filing a grievance or appeal is as follows:

1. Initial Complaint Submission:

- Complaints against a program, or an employee or volunteer for the program, must be submitted in writing by the complaining party and directed to the Program Director within seven (7) days of the incident.
- If the complainant is unable to write, the complaint can be accepted orally. The recipient of the oral complaint will plan to have the complaint written for the complainant.
- The complaint must inform the Director of the incident, date, witnesses, and the policy or law violated.
- The Program Director will respond within seven (7) working days of receiving a written complaint.

2. Escalation to Executive Director:

- Clients who do not receive a satisfactory response from the Program Director can send a written complaint to the Executive Director.

- **A written response will be sent within seven (7) days of the receipt of the complaint.**
- **Clients who are dissatisfied with the written response can arrange an appointment with the Executive Director to discuss the matter.**

3. Final Appeal to the Board of Directors:

- **If the client's grievance is not addressed satisfactorily, the client can send a written statement of the complaint or concern to the Chair of the Board of Directors.**
- **The Chair may respond directly or choose to bring the matter before the Board of Directors or assign an Ad Hoc Committee to research and report on the matter.**
- **The Board of Directors will act upon the complaint or concern within no more than twenty (20) working days. The Board's decision will be final. Clients are not entitled to a hearing.**

For more information or assistance with the grievance process, please contact us at 707.253.6100.