

Ryan White-Region I  
**Network Grievance Policy**  
Updated May 2021

This Network Grievance Policy is intended for use by those receiving Ryan White & HOPWA funded care in Region I, North Carolina. This document will explain the grievance policy process.

A client wishing to file a grievance claim must follow the [Grievance Policy Guidelines](#)

Grievance Policy Guidelines:

1. The person filing the claim must have filed a grievance claim with the agency in question using that provider or agencies' individual grievance policy guidelines;
2. The claim must be filed in accordance with the guidelines established by the individual agency;
3. The claimant must allow 15 days for agency to address such claim;
4. After 15 days, if the alleged grievance is not addressed, or the alleged does not concur with the findings of the agency, the aggrieved may request to file a Network Grievance; The Network Grievance Form may be obtained by the aggrieved client by contacting Scott Parker c/o WNCCHS, PO Box 338, Asheville, NC 28802 or by calling 828-348-2015 and requesting the Form. The Form will be mailed to the requested client address. The Network Grievance Form may also be obtained by various staff within the Network on behalf of the aggrieved client.
5. The request must be in writing and addressed to: Network Administrator, Region I, WNCCHS, PO Box 338, Asheville, NC 28802, and should detail in writing the grievance and subsequent attempts to rectify the grievance;
6. Once received, the Network Administrator will have 15 days to respond to the aggrieved in writing; Scott Parker will serve as contact person for all matters during this period of time (as well as contact person for all questions from Network providers or Network clients throughout the grievance process);
7. After an additional 15 days from the initial reply by the Network, if the aggrieved does not concur with the findings of the Network, the findings may be appealed and the aggrieved may contact the AIDS Care and Prevention Unit Director and should be addressed to: Director, ACP, 1902 Mail Service Center, Raleigh, NC 27699, and should detail in writing the grievance and the subsequent attempts to rectify the grievance;
8. The ACPU will contact the aggrieved within 15 days to begin the appeals process.
9. This Grievance Policy is available to clients of the Network, regardless of the services received. Clients will receive a copy at intake. Clients can receive copies of the Policy at various entry points for services, including Patient Eligibility Specialists, Case Management Services, HOPWA housing services, and from ADAP and RW Authorization/Reauthorization interviews. The

policy is also available online at [www.wncap.org](http://www.wncap.org) [www.thehive828.org](http://www.thehive828.org). Clients may request electronic copies of this form by emailing [wparker@wncchs.org](mailto:wparker@wncchs.org).