



## Participant Grievance Policy/Procedure

All participants shall have the right to file a grievance in accordance with ACES\$'s Formal Grievance procedure Policy related to fiscal and payroll related activities as detailed below. Participants will be free from hindrance or reprisal in their request for settlement.

All grievances must be submitted in writing to the ACES\$ Illinois Program Director, or designee, at any time.

The Illinois Program Director, or designee, upon receipt of the grievance will acknowledge its receipt in writing within two (2) working days to the participant submitting the grievance. The Illinois Program Director, or designee, will notify the participant of action being taken on the grievance within five (5) working days of the grievance acknowledgment.

If a participant is not satisfied with the ACES\$ Illinois Program Director's, or designee's, response, he/she may grieve the resolution. The grievance is then presented in writing to the Executive Director within five (5) working days of the Illinois Program Director, or designee, decision. The Executive Director will respond within five (5) working days. If the participant is not satisfied with the response of the Executive Director, he/she may present the grievance in writing to the Executive Committee of the Board of Director's response. The Executive Committee will determine if the grievance is appropriate to be heard before the Board. If the Executive Committee rejects the grievance, the resolution to the issue remains with the decision pronounced by the last supervisor involved. If the Executive Committee decides that the grievance is appropriate to be heard before the Board, the Executive Committee will select a hearing date and inform the employee(s) involved of such date. Action taken at this level constitutes final decisions of ACES\$.

Grievances may be submitted to:

ACES\$  
431 Wyoming Avenue  
Scranton PA 18503