

Grievance Procedure and Client Assistance Program (CAP)

Provider Information

Walton Options For Independent Living, Inc.
P. O. Box 519, Augusta, Ga. 30903-0519
(706) 724-6262 (v/tty) * (706) 724-6729 (fax)

While participating in the Independent Living Program, it is important to have a way to let others know if you are having a conflict or are unhappy with services you are receiving. The following procedure is designed to assist you in resolving problems.

1. Notify the person you are having the problem with.
2. If the problem cannot be resolved, contact the staff member you are working with.
3. If the problem cannot not be resolved, then the staff member you are working with will refer you to Tiffany Johnston Spark, Executive Director, who will evaluate the situation. Her decision will be final.

If you are dissatisfied with the services you are receiving while participating in any Independent Living Program Service, please follow the above procedure. If, after following the above procedure you feel that the problem has not been appropriately resolved, you may telephone:

Georgia Client Assistance Program (CAP) 1-800-822-9727

South Carolina Client Assistance Program (CAP) 1-800-868-0040

My signature below shows that the above information was explained to me, and that I fully understand the contents.

Consumer Signature: _____

Date: _____

Staff Signature: _____