

Grievance Policy

Leonard Consulting LLC has been successful by careful attention to customer service while correctly administering the SAS program.

You, our client, are why we are here.

If you are unhappy for any reason **please talk to us first.**

We will resolve any problem under our control.

We will work to address situations out of our control, e.g. BCI rules, budget limits to the fullest extent possible. There are some situations that require us to follow rules and we will inform you of our limits.

If you are still concerned, unhappy or worse, we suggest the following path:

Contact Frank Leonard or Kathleen Leonard (801) 359-4699.

Speak with your support coordinator, have them speak to us.

Come talk with us in person. Tell us exactly what is wrong and what you want us do.

We will respond within twenty four hours with a clear answer to any grievance.

You may write your concerns or grievance in writing to us.

We hope you will talk to us first.

If these steps do not resolve the situation, the client should discuss their concerns and options with their support coordinator.