

# Buffalo Area Services Network (BAS-Net) Grievance Procedures



## GRIEVANCE PROCEDURE OPTIONS

BAS-Net Site Contact Meets with Client to Address Concern and Comes To Resolution  
BAS-Net Site Contact Completes Grievance and Resolution Forms

BAS-Net Site Contact Meets with Client to Address Concern But Cannot Reach Resolution  
BAS-Net Site Contact Completes Grievance Form and Forwards to BAS-Net Administrator  
BAS-Net Administrator Meets With Client And Reaches Resolution  
BAS-Net Administrator Completes Resolution Form

BAS-Net Site Contact Meets with Client to Address Concern But Cannot Reach Resolution  
BAS-Net Site Contact Completes Grievance Forms and Forwards to BAS-Net Administrator  
BAS-Net Administrator Meets With Client and Cannot Reach Resolution  
BAS-Net Advisory Committee Hears Grievance at Next Scheduled Meeting and Forwards Recommendation to HAWNY Board of Directors for Final Decision

If you have any questions about the BAS-Net Grievance Procedures, please contact the BAS-Net Administrator at 716-853-1101.