



CALIFORNIA COUNCIL ON PROBLEM GAMBLING

GRIEVANCE POLICY

Grievances must be submitted within 30 calendar days following the date of the training. You may submit your grievance by:

- Email to ce@calpg.org
- Fax to 951-266-0072
- Mail to 41690 Ivy St., STE A7, Murrieta, CA 92562

Note that the above contact methods go to Robert Jacobson, Executive Director, and/or Tonya Williams, Deputy Director.

Your grievance should include, at a minimum, the following details:

- Your name
- Your contact information (email and phone number at a minimum)
- Complete details about your grievance
- Your preferred resolution

We will confirm receipt of your grievance by email within 3 business days of receiving it. Typically, grievances will be resolved in 5 business days or less; however, if it will take longer than that, we will provide you with regular updates on the status of your grievance at least once every 5 business days, and seek a resolution within 15 business days. During this review period, you may reach out to ask questions at any time and receive a response within 2 business days.

CCPG takes grievances very seriously, and all are investigated thoroughly by the Executive Director and Deputy Director in collaboration. When a clear and present resolution is possible, especially if a specific resolution has been requested and the grievance is found valid, best efforts are made to provide you with the requested resolution. If this is not possible, we will reach out directly to discuss alternative resolutions.

If at any time during the investigation, or if following the determination of a grievance investigation, you feel that your grievance has not received sufficient or acceptable attention or were unhappy with the outcome, you may appeal it within 15 business days, following the same process as above. Appeals may be sent to the contacts above, or may also be sent directly to:

- president@calpg.org (a direct contact with the president of the Board of Directors)

In cases of an appeal, the President of CCPG's Board of Directors (comprised of volunteers) will collaborate with the Training Committee of CCPG's Board of Directors. Together they will review the investigation and its results, the specific reasons for the appeal, and pursue further investigation as viable, and may choose to take final action or refer it to the Executive Committee of the Board of Directors. The appeal process will be completed within 15 days.

41690 Ivy St, STE A7
Murrieta, CA, 92562
Office: (714) 765-5804
Fax: (951) 266-0072
Helpline: 1-800-GAMBLER (426-2537)
Website: www.calpg.org