

	Policy: Grievance	Date Created:	02/23/2010
		Date Last Approved:	04/18/2024
		Date Next Review:	04/18/2027

Purpose: It is recognized that motion laboratory personnel and/or other individuals may have suggestions, grievances, or other feedback that needs to be offered to the CMLA. These suggestions/grievances should not be related to accreditation status per se but are offered to improve upon the services offered by the CMLA.

Policy:

1. Only electronically submitted suggestions/grievances will be accepted and must be submitted online at www.cmlainc.org. Suggestions/grievances should be entered as a bulletin board entry in the discussion forum associated with the user's login. CMLA cannot accept anonymous suggestions/grievances.
2. CMLA will acknowledge receipt of all suggestions/grievances within five (5) business days and provide a date when contact will be made, the name of the investigating director, and the feedback log number.
3. All suggestions/grievances will be recorded, tracked, investigated, and addressed with an action plan within thirty (30) business days after being logged.
4. Upon conclusion of the suggestion/grievance investigation the person posting the suggestion/grievance will be informed about the outcome, recommended corrective action (if one is necessary), and action steps. This information will be provided as an online posting in the users' discussion form. A formal written response from the CMLA President can be provided upon request.