

POLICY:

Upon entry into the program, and at least annually thereafter or after any change, each individual will receive a copy of the program's Complaint and Grievance Procedure. This procedure will be explained fully to individual, and to his/her family, guardian or advocate.

Most complaints result from misinformation, lack of information, or misinterpretation of facts, therefore, most complaints can best be handled by a free and open discussion of the problem. Within that problem solving mode a determination should be made on whether the issue is a gripe or a grievance.

If it is determined that it is a grievance and that it cannot be solved without the use of a more formal grievance process then the following steps should be utilized.

PROCEDURE:

Step 1

If any individual, or person acting in his/her behalf has a complaint about any aspect of the program, or an employee, or the program he/she should first discuss the concerns with the Site Manager. If the complaint is associated in any way with suspected neglect, abuse, or the violation of the individual's rights the Site Manager must immediately report the complaint to the Program Administrator and Case Manager. For other complaints, the Site Manager should discuss the problem, and try to reach a mutually satisfying solution. If, at the end of the discussion, a mutually satisfying solution has not been reached the following procedure will be followed:

Step 2

The Site Manager will formally document the grievance. Copies of this documentation will be given to the grievant, will be sent to the Case Manager, and will be maintained in the home's permanent record. The original will be forwarded to the Program Administrator for assessing action.

Step 3

The Program Administrator will investigate all of the facts supporting or disproving the grievance; and take appropriate actions on grievance within five working days following receipt of grievance. If grievance is not resolved, it shall be submitted to Program Administrator for review. Such review shall be completed and a written response provided within 15 days. If the grievance is not resolved by the Program Administrator it may be submitted to the Community Mental Health Program for review. Such review shall be completed and a written response provided within 30 days. If the grievance is not resolved by the Community Mental Health Program, it may be submitted to the Office of Developmental Disability Services (ODDS) Assistant Administrator for review. Such review shall be completed and a written response provided within 45 days of submission. The decision of the ODDS Assistant Administrator or designee shall be final.

Documentation of each grievance and its resolution will be placed in the grievant's record. If a grievance resulted in disciplinary action against a staff member, the documentation shall include a statement that disciplinary action was taken. Copies of the documentation on all grievances shall be sent by the program to the case manager within 15 working days of initial receipt of the grievance. The program shall inform each individual and parent/guardian/advocate orally and in writing at entry to the program and as changes occur in the program's grievance policy and procedures and a description of how to utilize them.

Approved by: _____ Date: _____
Jon Cooper, Director