

Grievance Policy and Procedures

I. Policy

It is the policy of Community Involvement Programs to ensure that the individuals we support are treated with respect and that the services we provide are responsive to each person's needs. We are committed to providing a simple complaint process for the people we support and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

II. Procedures

A. Service Initiation

1. A person receiving services and his or her case manager will be provided a copy of this policy within five working days of service initiation.
2. A signed copy of the Grievance Policy and Procedures Acknowledgement form will be kept in each person's file.

B. How to File a Grievance

1. The person receiving services or person's authorized or legal representative should talk to a staff person that they feel comfortable with about their complaint or problem.
2. If the situation cannot be satisfactorily resolved in an informal discussion, the person and his or her legal or authorized representative may file a formal grievance.
3. The person filing the grievance should clearly inform the staff person that they are filing a formal grievance and not just an informal complaint or problem.
4. The person or his or her authorized or legal representative may request staff assistance in filing a grievance.
5. The individual filing the grievance may also request the assistance of an outside agency or advocate.
6. If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the Executive Director, the highest level of authority in this program.
7. The names, addresses, and contact information for the current Executive Director, Department Directors, and advocacy organizations are included in an addendum to this policy.

C. Response by the Program

1. Upon request, staff will provide assistance with the formal grievance process to the service recipient and their authorized representative. This assistance will include the name, address, and telephone number of outside agencies to assist the person.
2. The staff will work with the individual filing the grievance in such a manner that the service recipient or authorized representative's concerns will be resolved.
3. This program will respond promptly to grievances that affect the health and safety of service recipients.
4. All other formal grievances will be responded to within 14 calendar days of the receipt of the grievance.
5. All grievances will be resolved within 30 calendar days of the receipt.

6. If the grievance is not resolved within 30 calendar days, the director of the program area will document the reason for the delay and determine a plan for resolution.
 7. Once a formal grievance is received, the program is required to complete a grievance review. The grievance review will include an evaluation of whether:
 - a. related policy and procedures were followed;
 - b. related policy and procedures were adequate;
 - c. additional staff training is necessary;
 - d. the grievance is similar to past grievances with the persons, staff, or services involved; and
 - e. corrective action by the license holder is necessary to protect the health and safety of persons receiving services.
 8. Based on this review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the license holder, if any.
 9. The program will provide a written summary of the grievance and a notice of the grievance resolution to the person and case manager. The written summary should:
 - a. identify the nature of the grievance and the date it was received;
 - b. include the results of the review; and
 - c. identify the resolution, including any corrective action.
- D. The grievance summary and resolution notice must be maintained in the person's record.