



Grievance Procedures for Individuals

All providers must have procedures in place so that individuals and their families can have concerns or complaints about their services addressed. Having a formal procedure to follow allows the provider and individual to work together to solve problems and move forward. Regulations require that grievances be resolved within 21 days.

The role of staff prior to the filing of a formal grievance:

Encourage problem solving and resolutions. If it's something you can figure out together, go for it! Problems that sit will fester and become bigger.

Initiating the Procedures: Filing the complaint

Individuals must submit their grievance to Cathy Stein in writing within 5 working days of the occurrence/event/experience. Staff is expected to help with the writing if needed. The receipt of the written complaint by Cathy starts the clock.

Level 1: Phone/Fax/Email Investigation

The provider calls the individual or family and follows up with a written summary within 5 working days. In the call and subsequent write-up, the provider's solution to the problem is proposed. If the individual is satisfied with the proposed resolution, the matter is settled.

If the individual is not satisfied at this point, they may request a face-to-face meeting.

Level 2: Face-to-Face Meeting

The provider and the individual will find a mutually convenient place and time to have a face-to-face meeting as soon as possible or within 5 working days. If the individual is satisfied with the outcome of the meeting, the matter is settled.

If the individual is not satisfied at this point, the provider will refer him/her to the appropriate state agency or administrative entity (the county).

Level 3: Referral to the Appropriate State Agency/AE

The provider will give the individual contact information for the appropriate state agency/AE and will provide all information requested in order to work toward a solution. At this level, the provider defers to the state agency/AE in regard to further communication with the individual.

Level 4: Closing Complaint

A resolution to the complaint has been reached. The provider will keep all records pertaining to the complaint as required.