

## **POLICY AND PROCEDURE ON GRIEVANCES**

New 11/14

### **I. PURPOSE**

The purpose of this policy is to promote service recipient rights by providing persons served and/or legal representatives with a simple process to address complaints or grievances. We are committed to providing a simple complaint process for the people served in our program and their authorized legal representatives to bring grievances forward and have them resolved in a timely manner.

### **II. POLICY**

Each person served and/or their legal representative will be encouraged and assisted in continuously sharing ideas and expressing concerns in informal discussions with management staff and in support team meetings. Each concern or grievance will be addressed and attempts will be made to reach a fair resolution in a reasonable manner. Should a person and/or legal representative feel an issue or complaint has not or cannot be resolved through informal discussion, they should file a formal grievance. Staff and persons served and/or legal representatives will receive training regarding the informal and formal grievance procedure. This policy will be provided, orally and in writing, to all persons served and/or legal representatives. If a person served and/or legal representative feel that their formal complaint has not or cannot be resolved by other staff, they may bring their complaint to the highest level of authority in the program, the Chief Executive Officer, who may be reached at the following:

Name: Thomas Weaver

Address: 1201 89<sup>th</sup> Ave NE, Suite 105, Blaine, MN 55434

Telephone Number: 763-783-4909

The Designated Coordinator and/or Designated Manager will ensure that during the service initiation process that there is orientation for the person served and/or legal representative to the company's policy on addressing grievances. Throughout the grievance procedure, interpretation in languages other than English and/or with alternative communication modes may be necessary and will be provided upon request. If desired, assistance from an outside agency (i.e. ARC, MN Office of the Ombudsman) may be sought to assist with the grievance.

Persons served and/or legal representatives may file a grievance without threat or fear of reprisals, discharge, or the loss of future provision of appropriate services and supports.

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## III. PROCEDURE

- A. All complaints affecting a person's health and safety will be responded to immediately by the Designated Coordinator and/or Designated Manager. We encourage individuals to be empowered to try to resolve issues with others as they are comfortable doing so and to engage staff to assist in that process.
- B. Direct support staff will immediately inform the Designated Coordinator and/or Designated Manager of any grievances and will follow this policy and procedure. If at any time, staff assistance is requested in the complaint process, it will be provided. Additional information on outside agencies that also can provide assistance to the person served and/or legal representative are listed at the end of this procedure.
- C. If for any reason a person served and/or legal representative chooses to use the formal grievance process, they will then notify in writing or discuss the formal grievance with the Designated Coordinator and/or Designated Manager.
- D. When a formal grievance is made, the Designated Coordinator and/or Designated Manager will initially respond in writing within 14 calendar days of receipt of the complaint.
- E. If the person served and/or legal representative is not satisfied with the response of the Designated Coordinator and/or Designated Manager, the aggrieved person or their legal representative may request, orally or in writing, that their formal grievance be addressed by the Chief Executive Officer. The Chief Executive Officer will respond within 14 calendar days.
- F. All complaints must and will be resolved within 30 calendar days of receipt of the complaint. If this is not possible, the Chief Executive Officer will document the reason for the delay and the plan for resolution.
- G. If the person served or their legal representative believes their rights have been violated, they retain the option of contacting the county's Adult or Child Protection Services or the Department of Human Services. In addition, persons may contact advocacy agencies (listed at the end of this policy) and state they would like to file a formal grievance regarding their services, provider company, etc.
- H. As part of the complaint review and resolution process, a complaint review will be completed by the Program Director or the Program Supervisor and documented by using the *Internal Review* form regarding the complaint. The complaint review will include an evaluation of whether:
  1. Related policies and procedures were followed.

# Achieve Services, Inc.

2. The policies and procedures were adequate.
  3. There is a need for additional staff training.
  4. The complaint is similar to past complaints with the persons, staff, or services involved.
  5. There is a need for corrective action by the Achieve Services, Inc. to protect the health and safety of persons served.
- I. Based upon the results of the complaint review, Achieve Services, Inc. will develop, document, and implement a corrective action plan designed to correct current lapses, if any, and prevent future lapses in performance by staff or Achieve Services, Inc.
  - J. A written summary of the complaint and a notice of the complaint resolution to the person served and/or legal representative and case manager will be provided by using the *Complaint Summary and Resolution Notice* form. This summary will:
    1. Identify the nature of the complaint and the date it was received.
    2. Include the results of the complaint review.
    3. Identify the complaint resolution, including any corrective action.
  - K. The *Complaint Summary and Resolution Notice* will be maintained in the service recipient record.
  - L. The CEO shall report all grievances, their resolution including any corrective actions, to the Board of Directors on an annual basis. This will be done in an anonymous fashion to permit the Board to evaluate policies of Achieve Services, Inc. while ensuring that the private data of persons involved are protected as required by law.

## **STATE AND COUNTY AGENCIES**

<b>COUNTY</b>	<b>CHILD PROTECTION</b>	<b>CHILD PROTECTION AFTER HOURS</b>	<b>COMMON ENTRY POINT</b>	<b>COMMON ENTRY POINT AFTER HOURS</b>
ANOKA	(763) 422-7215	(651) 291-4680	(763) 422-7168	(651) 291-4680
HENNEPIN	(612) 348-3552	(612) 348-8526	(612) 348-8526	(612) 348-8526
RAMSEY	(651) 266-4500	(651) 291-6795	(651) 266-4012	(651) 291-6795

## **ADVOCACY AGENCIES**

<b>AGENCY</b>	<b>PHONE</b>	<b>ADDRESS/EMAIL</b>
ARC MN	(651) 523-0823 (800) 582-5256	770 Transfer Road, Suite 26, St. Paul, MN 55114 www.thearcofminnesota.org mail@arcmn.org
ARC Greater Twin Cities	(952) 920-0855	2446 University Ave W, Suite 110, St. Paul, MN 55114 www.arcgreatertwincities.org

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		info@arcgreatertwincities.org
Disability Law Center/Legal Aid Society	(612) 332-1441	430 1 <sup>st</sup> Ave North, Minneapolis, MN 55401 www.mndlc.org website@mylegalaid.org
MN DHS Department of Licensing	(651) 431-6500	444 Lafayette Road, St. Paul, MN 55115 www.mn.gov/dhs/general-public/licensing/ dhs.info@state.mn.us
MN Office of the Ombudsman for MH/DD	(651) 757-1800 (800) 657-3506	121 7 <sup>th</sup> Place East, Suite 420, Metro Square Building, St. Paul, MN 55101 www.ombudmhdd.state.mn.us ombudsman.mhdd@state.mn.us

Approved by Achieve Services Inc Board of Directors; June 10, 2015