

## POLICY AND PROCEDURE ON INDIVIDUAL GRIEVANCES

### I. PURPOSE

The purpose of this policy is to provide service recipients and/or responsible parties with a simple process to address concerns or grievances including complaints regarding a personal care assistant.

### II. POLICY

Each service recipient and/or responsible party will be encouraged and assisted in sharing ideas and expressing concerns in informal discussions with supervisory staff and in 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 service recipient and/or responsible party feel an issue or complaint has not or cannot be resolved through informal discussion, they should file a formal grievance. Employees and recipients and/or responsible parties will be notified regarding the formal and informal grievance procedure. This policy shall be provided, orally and in writing, to all recipients and/or responsible parties. 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. Service recipients and/or responsible parties may file a grievance without threat or fear of reprisals, discharge, or the loss of future provision of appropriate services and supports.

### III. PROCEDURE

- A. Employees will be informed and trained on this grievance policy during orientation and annually thereafter and will follow the procedures contained within it if a grievance were to be filed.
- B. Procedures to be followed if a grievance were to be filed:
  1. Employees will inform the Qualified Professional of any service recipient grievance and will cooperate according to this policy and procedure. All grievances and their resolutions will be tracked by the Qualified Professional and actions taken to address the grievance promptly.
  2. If for any reason a service recipient and/or responsible party chooses to use the formal grievance process, they will then notify in writing or discuss the formal grievance with the Qualified Professional.
  3. When a formal grievance is made and a response is requested, the Qualified Professional will respond in writing within 3 days.
  4. The Qualified Professional will inform all applicable team members of all formal grievances registered within 2 working days of the formal grievance.
  5. If the Qualified Professional is not able to satisfy the service recipient and/or responsible party's formal grievance, the Executive Director will be contacted for further support in seeking resolution to the formal grievance.
  6. If the service recipient and/or responsible party believes their rights have been violated or they choose to appeal the decision by the agency, they retain the option of contacting the county's Adult or Child Protection Services or the Department of Human Services.
- C. The agency will document and track all grievances they receive per year and the resolutions to those grievances by using the *Grievance Tracking Record*.