

FamilyCore
Grievance Policy

Purpose

To set forth guidelines for the timely resolution of client concerns, dissatisfaction, appeals, or complaints and to protect client rights.

What is a Grievance?

A grievance is a formal, written complaint about any particular issue thought to be unfair, offensive or in violation of the FamilyCore Client Rights policies. FamilyCore maintains a formal process through which individuals and families can express and resolve grievances. By filing a grievance there is an expectation of a timely, fair and collaborative resolution. Clients have the right to file a grievance at any time without interference or retaliation.

Grievance Policy

While it is expected that open, direct communications will resolve most complaints, the following process will be initiated, failing the resolution of the problem. It is important to note that a decision of all grievances will be sought in a timely manner.

Grievance Procedures:

1. Clients shall first discuss their complaint(s) with the respective employee within five days of the alleged complaint and seek resolution.
2. If the complaint(s) remains unresolved, the client shall discuss such complaint(s) with the employee's supervisor with the goal of resolution.
3. If, after the client contacts the supervisor, the issue has not been resolved, the client may file a formal grievance by putting the matter in writing and submitting a copy to the Department Director.
4. The Department Director will immediately review any pertinent information or documentation regarding the grievance and thoroughly assess the severity of the situation. The Department Director will also immediately inform the Chief Executive Officer (CEO).
5. The Department Director shall initiate an investigation within five (5) business days of receipt of the written grievance. The investigation time will vary according to the type of grievance, but is not to exceed 15 calendar days, except under extenuating circumstances. In instances in which the grievance involves a threat of actual harm, serious injury, or death, an investigation will be initiated within 24 hours of the incident and/or accident being reported and will establish timeframes for review.
6. The Department Director will discuss, either by phone or in person, the concern(s) of all interested parties, including the individual filing the grievance, with the goal of resolution.
7. Every effort will be made to resolve the grievance to the client's satisfaction. No harassment or retaliation toward the client will be tolerated before, during, or following the grievance process.
8. During the investigation, the process will be to review the facts of the matter and determine if there was any violation of Agency policy, state and federal regulation violation, and/or other standards by which the Agency conducts itself.
9. The Department Director will render a decision by the end of the 15 calendar-day investigative period.
10. At the end of the 15-calendar day period, the Agency will conclude the investigation, and the Department Director will provide timely written notification to the client regarding the outcome of the grievance, as well as an explanation of any further appeal, rights or recourse. This notice will represent a decision made by the Department Director.
11. If no resolution is achieved, the CEO will be notified. FamilyCore clients have the right to be provided at least one level of review that does not involve the person about whom the complaint has been made, or the person who reached the decision under review.
12. The CEO's decision on the grievance and/or appeal shall constitute a final administrative decision. The grievance process shall not preclude the client from utilizing all other methods available to them, when appropriate, including mediation or appeal, if they are not satisfied with the decision rendered by the Agency.
13. The CEO will also consider if any modification to the Agency protocols need to be addressed as it relates to client impact and outcomes.
14. A copy of the Agency's Grievance Policy shall be signed and dated by the client, witnessed by an agency employee, and a copy shall be maintained in the client's file.
15. A record of all grievances, appeals and responses to those grievances and appeals will be maintained by the provider. The Performance Quality Improvement (PQI) Committee will review grievances and their dispositions at least annually.

CLIENT AND/OR GUARDIAN

I have received a copy of FamilyCore's Grievance Policy and Procedures, and the document has been explained to me in a language or method of communication that I understand.

Client Signature (if 12 or older)

Date

Guardian Signature (required if client is under 18)

Date

Date Guardian notified of need for signature

WITNESS AND EMPLOYEE EXPLANATION

As an employee of this provider organization, I affirm that I have explained this document to the client in a language or a method of communication he/she understand and believe this document to have been understood.

Employee Signature

Date

Witness Signature

Date