

<i>Policy & Procedure Name:</i> Grievance/Complaint Policy		<i>Number:</i> 113.04P
<i>Domain:</i> Executive	<i>Applicable to:</i>	
<i>Location:</i> I:\Policies & Procedures\Executive 100-199		
<i>Date of Adoption:</i> 05/06/14	<i>Date Policy and Procedure were last reviewed:</i> 02/24/22	
<i>Date(s) of Revision:</i> 08/28/14, 08/14/18, 05/28/2020, 01/20/2021, 02/24/22		
<i>Link to Relevant Form(s):</i>		
<i>References:</i>		
<p>POLICY:</p> <p>It is the policy of the agency to promptly respond to youth and family member grievances, questions, and suggestions. At times, youth and family members may have a grievance, suggestion, or question about their program, services, or the treatment they are receiving. The agency strongly values youth/family member feedback and everyone should feel free to raise issues of concern, in good faith, without the fear of retaliation. Suggestions for improving the agency's service delivery is always welcomed and strongly encouraged.</p>		
<p>APPROVAL:</p> <p>Administrative & Finance Committee of the BOD</p>		
<hr/> <p>Board of Directors Representative</p>		<hr/> <p>Date</p>

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<p>PROCEDURE:</p> <p>The agency implements a formal and equitable process through which youth and their authorized representatives can express and resolve complaints, which includes: the right to file an grievance; timely written notification of the resolution and an explanation of any further appeal, rights or recourse; and 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.</p> <p>The process for providing follow-up or feedback is as follows:</p> <ol style="list-style-type: none"> 1. If the youth or family would like to make a complaint, they are encouraged to contact their assigned Staff, Program Manager, or Program Director. Managers and/or Directors should ensure Chief Family and Youth Partnership Officer (or designee) is notified and involved in addressing the complaint. The CEO will also accept complaints directly. 2. Once the complaint is received, the Program Manager or Program Director should be notified within 24 hours, or by the next business day. The Program Manager or Program Director should coordinate with Chief Family and Youth Partnership Officer (or designee) within 48 hours to address complaint. 3. Within 48 hours of receiving the complaint, the Director will contact the person making the complaint to gather more information. Solutions may be proposed during this conversation, or information might be gathered for further evaluation. 4. The individual receiving the complaint should ensure that the complaint is noted in a progress note and filed in the youth record or family file within 3 business days of receiving the complaint, if the complaint involves a youth or family served by the agency. 5. If the complaint involves a reportable issue (i.e., mandated report) all reporting requirements will be satisfied. If the complaint is from a youth, immediate safety risks will be assessed. 6. Any type of Grievance received from a youth, caregiver, community partner and/or customer about our services or employees and/or a complaint against a resource parent, may be considered a Critical Incident in the agency's Critical Incident Reporting procedures. If a Critical Incident, the CEO is notified within 24 hours and the incident is recorded in the agency's electronic health record (EHR) or database, which tracks critical incident reporting and follow up actions. 7. Once a resolution is achieved, the Program Manager or Program Director will notify the complainant in writing regarding the outcome. 8. If the outcome is not satisfactory to the complainant, they may appeal to the CEO. The CEO will gather all documentation from the Program Director, and will provide a final resolution regarding the grievance. 9. The complainant may seek a different outcome through the placing county appeals process, which is referenced at the time of the intake. Additionally, the complainant may contact the specific county's Grievance Office/Ombudsman to gather more information and to make a formal complaint. 	

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APPROVAL:	
Signature on file	
_____	_____
Chief Executive Officer	Date