

# Floodwood Services and Training, Inc.

## POLICY AND PROCEDURE ON GRIEVANCES

### I. PURPOSE

The purpose of this policy is to promote service recipient right by providing persons served and/or legal representatives with a simple process to address complaints or grievances.

### II. POLICY

Each person served and/or 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 Executive Director, who may be reached at the following:

Name: Dawn Lamping

Address: 601 Ash Street, PO Box 347 Floodwood MN 55736

Telephone Number: (218)-476-2230

Floodwood Services and Training, Inc. will ensure that during the service initiation process that there is orientation for the person served and/or legal representative to Floodwood Services and Training, Inc.'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, local county social service agency) 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.

### III. PROCEDURE

- A. All complaints affecting a person's health and safety will be responded to immediately by the manager.
- B. Direct support staff will immediately inform the 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 can provide assistance to the person served and/or legal representative anonymously are listed at the end of this procedure in document FST – 03.01 Attachment A.
- 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 manager.
- D. When a formal grievance is made, the 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 manager response, they will then notify in writing or discuss the formal grievance with the Executive Director, who will then respond within 14 calendar days.

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- F. All complaints must and will be resolved within 30 calendar days of receipt of the complaint. If this is not possible, the Executive Director will document the reason for the delay and the plan for resolution.
- G. If the person served and/or legal representative believe 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 in document FST – 03.01 Attachment A) 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 Executive Director or the Program Director 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.
  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 Floodwood Services and Training, Inc. to protect the health and safety of persons served.
- I. Based upon the results of the complaint review, Floodwood Services and Training, Inc. will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or Floodwood Services and Training, Inc., if any.
- 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.