

# FOOTHILLS GATEWAY, INC.

## Grievance/Complaint

### **POLICY:**

It is the policy of Foothills Gateway, Inc. that all persons receiving services, parents of a minor, guardians and/or authorized representatives may submit grievances/complaints. The utilization of the grievance/complaint procedure shall not prejudice the future provision of appropriated services or supports.

### **PROCEDURE:**

- I. **Informal Grievance/Complaint Procedure**
- II. **Formal Grievance/Complaint Procedure**

The procedure shall be provided, orally and in writing, to all persons receiving services, parents of a minor, guardians and/or authorized representatives, as appropriate, at the time of admission and at any time that changes to the procedure occur.

#### **I. Informal Grievance/Complaint Procedure:**

Foothills Gateway staff will document all grievances/complaints on a Grievance/Complaint Log form. The Grievance/Complaint Log form will contain the following information:

- Name of the person receiving services, if applicable;
- The date of the grievance/complaint;
- Name of the complainant;
- Description of the grievance/complaint;
- The action taken by staffing regard to the grievance/complaint;
- Documentation of the follow-up with the complainant regarding his/her grievance/complaint; and
- The staff person responsible for addressing the grievance/complaint;
- The date that the grievance/complaint was resolved.

If the staff person is unable to resolve the grievance/complaint with the complainant, s/he will refer the grievance/complaint to the Department Director or designee.

A written grievance/complaint summary, to include all grievances/complaints received by Foothills Gateway and all Program Approved Service Agencies (PASAs), will be submitted at quarterly intervals to Foothills Gateway's Director of the Department of Resource Coordination and Development (DRCD). Foothills Gateway, Inc. and all PASA's will review these summaries, prior to submission to the CCB, for trends. Foothills Gateway and all PASAs will address any trends found in the written, quarterly summary.

If the grievance/complaint cannot be resolved informally, the formal Grievance/Complaint procedure will be initiated.

#### **II. Formal Grievance/Complaint Process**

The following persons may be called upon to assist in the submission of a grievance/complaint.

- Case Manager
- Legal Counsel

- Advocates

A grievance/complaint may be filed with the Executive Director of Foothills Gateway, Inc. within thirty (30) days after the grievance/complaint has occurred.

The grievance/complaint shall be submitted in writing, in English, including the name and address and phone number of the person filing the disagreement or objection, a description of the disagreement or objection and a statement of their desired outcome. The grievance/complaint shall be directed to Executive Director of Foothills Gateway, Inc.

Upon receipt of the grievance/complaint the Executive Director of Foothills Gateway, Inc. or designee shall:

- 1) Review the information found within the grievance/complaint with agency staff and/or member(s) of the involved Interdisciplinary Team to assure the accuracy of the information and documentation and an understanding by others of the situation for which the person is filing a grievance/complaint.
- 2) As necessary, contact the person filing the grievance/complaint to seek additional information or clarify any information found within the grievance/complaint.
- 3) Provide an opportunity for individuals to come together in order to attempt finding a mutually agreeable solution. This could include the use of mediation if both parties voluntarily agree to this process.
- 4) Within thirty (30) days of receipt of the grievance/complaint, issue a written review of the findings regarding the grievance/complaint and if appropriate, detail any action that will be taken by the agency.
- 5) All grievances/complaints will be maintained on file with the agency's administration office.
- 6) If the person receiving services, parents of a minor, or legal guardian/authorized representative is not satisfied with the outcome of the grievance/complaint, the complainant may contact the Colorado Department of Human Services/Division for Developmental Disabilities and request that Foothills Gateway's findings be reviewed.

1/96; 3/98; 1/02; 6/03; 1/05; 1/09, 10/10; 12/10