

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:

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.

Grievance/Complaint Process:

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.

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

- Case Manager
- Advocates
- Legal Counsel

Foothills Gateway will provide an opportunity for individuals to come together in order to attempt to find a mutually agreeable solution. This could include the use of mediation if both parties voluntarily agree to this process.

If the complaint cannot be resolved at the lowest level, the Director or designee will review the grievance/complaint in an attempt to resolve the grievance/complaint. Within 30 days of the receipt of the grievance/complaint, the review and pertinent information will be communicated with the complainant.

No individual will be coerced, intimidated, threatened or retaliated against because the individuals has exercised his/or her right to file a grievance/complaint or has participated in the grievance/complaint process.

Foothills Gateway, Inc. and all PASA's will develop a quarterly summary and review grievances/complaints for trends. Foothills Gateway will address any trends found in the written, quarterly summary.

1/96; ... 10/10; 12/10; 10/15