

GRIEVANCE POLICY AND PROCEDURE

I. PURPOSE

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

II. POLICY

Each individual 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 an individual 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 individuals 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 individuals served and/or legal representatives. If an individual 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 CEO, who may be reached at the following:

Donald Priebe
120805 Highway 55, Suite 400, Plymouth, MN 55441
763-525-3186

The Program Resource Coordinator/Program Supervisor (PRC/PS) and/or the Operations Administrator (OA) will ensure that during the service initiation process that there is orientation for the individual served and/or legal representative to Homeward Bound, Inc.'s policy on addressing grievances. Throughout the grievance procedure, if interpretation in languages other than English and/or with alternative communication modes are necessary they will be provided upon request. If desired, assistance from an outside agency (i.e. ARC, MN Office of the Ombudsman) may be sought to assist with the grievance. Individuals 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. HBI staff will provide assistance with the concern expressed within the realm of their job description. If it is not, staff will immediately inform the Program Resource Coordinator/Program Supervisor (PRC/PS) and/or the Operations Administrator (OA) of any grievances expressed to them. Staff can provide the individual, family, or guardian with the *Complaint and Grievance Report* to complete. If at any time, staff assistance is requested in the complaint process, it will be provided. Additional information on outside agencies will be provided to assist the individual served and/or legal representative.
- B. If the individual served and/or legal representative believe their rights have been violated, they have the option to contact advocacy agencies (listed at the end of this policy) to file a formal grievance regarding their services.

- C. The program will respond **immediately** to all complaints affecting an individual's **health and safety** of the individual served by the Program Resource Coordinator/Program Supervisor (PRC/PS) and/or the Operations Administrator (OA).
- D. If for any reason an individual 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 PRC/PS and/or OA.
- E. When a formal grievance is made, the PRC/PS and/or OA will notify the Program Administrator of Risk Management (PARM). The Program Administrator of Quality Assurance (PAQA) can also be consulted.
- F. As part of the complaint review and resolution process, a complaint review will be completed by PRC/PS and/or OA by using the *Complaint/Grievance Report* to document and investigate the complaint. When a formal complaint/grievance is made, other than those complaints affecting the individual's health and welfare, the PRC/PS and/or OA will provide an initial response in writing within 14 calendar days of receipt of the complaint.
- G. The complaint/grievance report 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 individuals, staff, or services involved.
 - 5. There is a need for corrective action by the company to protect the health and safety of individuals served.
- H. If the individual served and/or legal representative is not satisfied with response of the PRC/PS and/or OA, they can notify the PARM in writing or discuss the formal grievance with the PARM. The PARM will respond to the complaint within 14 calendar days. The PARM and the OA will keep the CEO apprised of the issue and the progress made toward a resolution.
- I. All complaints will be resolved within 30 calendar days of receipt of the complaint. If a complaint cannot be resolved within this timeframe, the CEO will document the reason for the delay and the plan for resolution.
- J. Based upon the results of the complaint review, the PRC/PS, OA and/or PARM will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or HBI, if any.

- K. HBI will provide a written summary of the complaint and a notice of the complaint to the individual served and/or legal representative, and case manager. The 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.
- L. The complaint summary and resolution notice will be maintained in the incident book as part of the service recipient's record.

Legal Authority: Minn. Stat. § 245D.10, subd. 2 and 4

STATE AND COUNTY ADVOCACY AGENCIES

External agencies that may be consulted

MN Department of Human Services

Department of Licensing

444 Lafayette Road
St. Paul, MN 55115
(651) 431-6500
[www.mn.gov/dhs/general-public/licensing/
dhs.info@state.mn.us](http://www.mn.gov/dhs/general-public/licensing/dhs.info@state.mn.us)

MN Office of the Ombudsman for MH/DD

121 7th Place East, Suite 420
Metro Square Building
St. Paul, MN 55101
(651) 757-1800
(800) 657-3506
www.ombudmhdd.state.mn.us
ombudsman.mhdd@state.mn.us

Hennepin County Contact

Andrea Ayers
Voice: (651) 757-1811
andrea.ayres@state.mn.us

MN Office of Facility Complaints

P.O. Box 4970
St. Paul, MN 55164
(651) 201-4201
1-800-369-7994

Hennepin County Child Protection

(612) 348-3552 - *press 1 to make an oral report*

Minnesota Adult Abuse Reporting Center (MAARC)

1-844-880-1574
24/7 toll-free

ARC MN

770 Transfer Road, Suite 26,
St. Paul, MN 55114
(651) 523-0823
(800) 582-5256
www.thearcofminnesota.org
mail@arcmn.org

ARC Greater Twin Cities

2446 University Ave W, Suite 110
St. Paul, MN 55114
(952) 920-0855
www.arcgreatertwincities.org
info@arcgreatertwincities.org

Disability Law Center/Legal Aid Society

430 1st Ave North
Minneapolis, MN 55401
(612) 332-1441
www.mndlc.org
website@mylegalaid.org