

Policy Number: 100.035 **Policy Name:** Grievance Resolution
Origination Date: 1/23/2009 **Revision Date:** 09/15/15
Regulation: COA PA-CR3
Attachments: Grievance Resolution
Policy:

It is the policy of Community Based Care (CBC) to treat all persons served with respect. The agency maintains a formal mechanism through which clients, parents/guardians, foster parents and other interested parties (referred to as person(s) served) can express and resolve grievances in all case plan and case management/clinical activities. CBC recognizes that differing opinions may occur during the course of a case and respects the rights of all to communicate their concerns.

Any one who files a grievance has the right to the following:

- a) the right to file a grievance without interference or retaliation;
- b) timely written notification of the resolution and an explanation of any further appeal, rights of recourse;
- c) 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: and
- d) the right of the family member to be heard by a person delegated to review responsibility.

General Principles -

1. Input from person(s) served is encouraged at every level of intervention. This includes, but is not limited to, all case management activities, clinical interventions, staffings, court-related activities, etc.

2. The grievance resolution process will be explained to the client, parent or guardian at time of intake. It is also explained to foster parents during licensing and relicensing, to other interested parties at a time appropriate to the situation. At the time a complaint occurs, the person served will be provided a copy of the grievance resolution process and accompanying forms.

Grievance Procedure –

1. STEP ONE. In the event that a difference of opinion or conflict occurs, the person(s) served are encouraged to bring the specific issue to the attention of the Case Manager in the context of an inquiry. The forum for this dialog will be informal and the results documented in the appropriate file. Documentation will include the circumstances surrounding the issue

and resolution/status.

2. STEP TWO. If the concerns are not resolved at STEP ONE, the team will provide the person(s) served with a copy of the Grievance Resolution procedure and accompanying form. The person(s) served will complete the Grievance Resolution form to initiate a meeting with the Agency Supervisor to seek resolution..

The forum for this STEP TWO meeting will be informal and conducted in a non-intimidating manner, with the results documented on the Grievance Resolution form. Information on the form will include the supervisory interventions and resolution. STEP TWO will occur within two business days of the receipt of the Grievance Resolution form from the person(s) served.

3. STEP THREE. If the issue remains unresolved at the supervisory STEP TWO level, either party may request a staffing review of the situation. This forum may be a Case Review Staffing, Permanency Staffing, or any other meeting to address the issue. The person(s) served, as well as the GAL and other parties with a vested interest, are invited and encouraged to attend this meeting to express their concerns. All parties at the staffing will provide input and every attempt will be made to build consensus around the concern. All focus will remain on the best interest of the child. The results of the meeting will be recorded on the Grievance Resolution form. STEP THREE will occur within five business days of unsuccessful resolution at STEP TWO.

4. STEP FOUR. The CBC management team will serve as the next programmatic step in the grievance process. If person(s) served have engaged in all previous steps and not found resolution, the person(s) served may request a full review by the management team. The management team will review all documentation, including the Grievance Resolution form completed to date, all staffing information and recommendations, and other documentation which supports a decision review process. All focus will remain on the best interest of the child. The results of the meeting will be recorded on the Grievance Resolution form, with notification to the person(s) served. STEP FOUR will occur within five business days of unsuccessful resolution at STEP THREE.

5. STEP FIVE. Final authority to resolve disagreements, if necessary, rests with the CEO provider group. If needed past STEP FOUR, all data collected through STEP FOUR is forwarded to the CEO provider group

for final review. All results of STEP FIVE interventions will be recorded on the Grievance Resolution form and, as appropriate, in the client file. The agency designee will notify the person(s) served of the final decision. STEP FIVE will occur within five business days of unsuccessful resolution at STEP FOUR.

Note that final legal authority and decision-making rests with the Court in dependency cases.

Any client or companion who believes they have been discriminated against upon the basis of their race, sex, national origin, or disability have the right to file a complaint of discrimination within 180 days of the alleged discriminatory act with:

- Assistant Staff Director for Civil Rights
DCF Office of Inspector General
Office of Civil Rights
1317 Winewood Blvd.
Building 5, 2nd Floor
Tallahassee, FL 32399-0700
(850) 487-1901; TDD (850) 922-9230

- United States Department of Health and Human Services (HHS)
Attention: Office of Civil Rights
Atlanta Federal Center, Suite 3B70
61 Forsyth Street, S. W.
Atlanta, GA 30303-8909
(404) 562-7881; TDD (404) 331-2867