

**Grievance Policy**

**1. Scope**

This policy is for CANA employees.

**2. Terms and Definitions**

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| **Terms** | **Definitions** |
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**3. Policy Details**

It is the policy of CANA to ensure that the individuals we support are treated with respect and that the services we provide meet each person’s needs. We are committed to providing an immediate complaint process for the clients we support and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

**4. Procedures**

**A. Service Initiation –** **Grievance Policy and Procedures Acknowledgement** **Form**

1. A person receiving services and his or her case manager will be provided a copy of this policy within five working days of service initiation.

2. A signed copy of the Grievance Policy and Procedures Acknowledgement form will be kept in each client’s file.

**B. How to File a Grievance**

1. The client or person’s authorized or legal representative should talk to a staff person that they trust or feel comfortable with about their complaint or problem.

2. If the issue cannot be satisfactorily resolved in an informal discussion, the client and his or her legal or authorized representative may file a formal grievance complaint.

3. The client filing the grievance should clearly inform the staff involved that they are filing a formal grievance and not just an informal complaint or problem.

4. The client or his or her authorized or legal representative may request staff assistance in filing a grievance.

5. The client filing the grievance may also request the assistance of an outside agency or advocate.

6. If the client or authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the Executive Director, the highest level of authority in this program.

7. The names, addresses, and contact information for the current Executive Director, Department Directors, and advocacy organizations are included in an addendum to this policy.

**C. Response by the Program**

1. Upon request, a designated staff person will provide assistance with the formal grievance process to the client and their authorized representative. This assistance will include the name, address, and telephone number of outside agencies to assist the client.

2. The staff will work with the client filing the grievance in such a manner that the client or authorized representative’s concerns will be resolved.

3. This program will respond promptly to grievances that affect the health and safety of clients.

4. All other formal grievances will be responded to within 14 calendar days of the receipt of the grievance.

5. All grievances will be resolved within 30 calendar days of the receipt.

6. If the grievance is not resolved within 30 calendar days, the director of the program area will document the reason for the delay and determine a plan for resolution.

7. Once a formal grievance is received, the program is required to complete a grievance review. The grievance review will include an evaluation of whether:

a. related policy and procedures were followed;

b. related policy and procedures were adequate;

c. additional staff training is necessary;

d. the grievance is similar to past grievances with the persons, staff, or services involved; and

e. corrective action by the license holder is necessary to protect the health and safety of persons receiving services.

8. Based on this review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the license holder, if any.

9. The program will provide a written summary of the grievance and a notice of the grievance resolution to the person and case manager. The written summary should:

a. identify the nature of the grievance and the date it was received;

b. include the results of the review; and

c. identify the resolution, including any corrective action.

**D. The grievance summary and resolution notice must be maintained in the person’s record.**