

Title: Client's Grievance Procedure and Policy

Intent

The purpose of these procedures is to ensure the responsive and impartial resolution of client grievances.

Definitions:

Client Grievance, for the purposes of this document, refers to a written complaint initiated either verbally or in writing by a client or representative of the client regarding denial or abuse of any client.

A grievance may be in regard to denial or abuse of any of the client's rights. However, a client complaint of a nature that does not clearly violate the individual's rights may be address through the grievance procedure at the request of the client and considered thereafter a "grievance".

Procedures:

1. Any person who believes he/she has been discriminated or has had a violation of their rights has the right to file a grievance. The filing of a grievance is not time-limited.
2. The grievance may be initiated either verbally or in writing by a client or by any other person on behalf of the client.
3. Assessment of the client's complaint may consist of the client's reports (including the perceived problem and expected resolution), review of client records and interviews with WCCA staff.
4. The agency will make a resolution decision on the grievance within 21 days of receipt of the grievance. If extenuating factors exist that would extend this time, documentation will be provided of these factors.
5. The procedure for filing a grievance is outlined below:
 - a. The agency grievance representative will be accessible to the client/griever by phone and voice mail.

Contact/refer to:

Alivia Boddie, WCCA Community Engagement Specialist

130 Division St. W

PO Box 787

Maple Lake, MN 55358

320-963-6500 ext 241

Available: M-F, 8:00 am – 4:30 pm

- b. The designee will address the grievance in accordance with the Grievance Procedure Flow found as an addendum to these procedures.
- c. The Designee will meet with the client/griever within days of initial contact by the client/griever. During this meeting,
 - a. the client/griever will complete a Grievance Form (see attached). All fields must be completed, including the date, time, and description of the incident as well as all involved parties.
 - b. If the client/griever requests help in completing the form, the Designee will assist in the completion of the form.
 - c. A copy of the Grievance Form will be provided for the client.
 - d. The Grievance Form must be signed and dated by the client or representative of the client.
 - e. The Designee will forward the original Grievance Form to the supervisor of the person being grieved against within two (2) working days.
 - d. Upon receipt of the Grievance Form, the supervisor will review the grievance with the person being grieved against and respond by completing an email addressed to the designee (community engagement specialist) within ten (10) working days.
 - e. Upon receipt of the Grievance Follow-Up Form, the Designee will review the supervisor's response and send a letter of response to the client within two (2) calendar days.
 - f. If the client/griever does not feel the grievance has been resolved through the letter of response, the client/griever may appeal the response by contacting the Designee within five (5) working days.
 - g. Upon notification of the wish to appeal, the Designee and CEO/designee must meet with the client/griever within five (5) working days to hear the appeal.
 - h. After the appeal is heard, the designee will send an appeal response to the client/griever within five (5) working days.
 - i. If the client/griever does not feel the appeal response is satisfactory, the client/griever may pursue the grievance outside of the agency by contacting the Designee.
 - j. Upon notification of the wish to pursue the grievance outside of the agency, the Designee will send the client/griever. A letter listing appropriate local, state and federal civil rights organizations (see attached Local, State and Federal Civil Rights Organizations).

5. Written notification in the form of a summary letter will be provided as requested by the client and will address the acts taken in response to the client grievances. These letters are to be written in a manner that is understandable to the client.
6. Upon request by the client/griever, information about the grievance will be provided to one or more of these outside entities.
 - a. The alternate Client Rights Officer is the President/CEO in the case that the Designee is unavailable or the grievance presents a conflict of interest for the community engagement specialist.
 - b. Grievances involving discrimination, or grievances against the community engagement specialist, shall be referred directly to the Director of Human Resources, as acting Civil Rights Officer.
 - c. An investigation of the grievance shall be conducted, with an opportunity given to all interested persons and their representatives (if any) to submit evidence related to the grievance.
 - d. The President/CEO guarantees the community engagement specialist full support to take all necessary steps to assure compliance with this grievance procedure.
 - k. Clients have the option of filing a grievance with outside organizations. A listing of these organizations will be posted in each waiting room area.

Updated 2/2/2018