

Procedure No. 2-6-21

Revised: 09-03-21
Issued: 02-16-07

SUBJECT: Consumer Complaint Procedure

PURPOSE: To establish a procedure for individuals receiving services, family members or guardians to address unresolved concerns or complaints.

Issues may arise from time to time in which individuals receiving services, legal guardians or family members may not feel satisfied with Woodhaven's practices or procedures. Individuals supported and family members can talk to staff if they are unhappy. Staff will work to resolve the issue. In many situations, the nature of the concern can be resolved with an immediate discussion with the appropriate direct support staff or Home Coordinator. This will often result in a prompt and immediate resolution.

When a person receiving services, legal guardian or family present a concern to staff they are required to:

- Identify the solution that is being requested
- Consider related guidelines such as laws, program regulations, agency policies etc
- Offer an appropriate solution or response to the person expressing the concern
- Report all discussions with their immediate supervisor
- Document the issues in appropriate logs and daily notes, the same day the concern took place.

There are times when a concern rises to the level of needing to be addressed by the Program Manager because the Home Coordinator or the Direct Support Staff are not authorized to make a resolution or because the agreed upon solution has not occurred. The Program Manager will discuss the concern with the individual making the complaint. They will offer a resolution and document it in personal contact notes. The Program Manager will update the Director of Residential and Community Services (DRCS) of the complaint. Program Managers will resolve complaints within five working days.

Formal Complaint:

Should an individual receiving services, family member or guardian feel the concern has not been appropriately resolved at the HC/PM level then they would make a formal complaint (attached). This complaint can be made verbally or in writing. This complaint form is available in the consumer handbook that each person receives on a yearly basis. A copy of the handbook is maintained in the ISL and on the Woodhaven Intranet. It can also be given to them by any staff member. Additionally, any member of the Administration Team can take a formal complaint by telephone.

These forms will be directed to the Director of Residential and Community Services for resolution. The Director of Residential and Community Services will have 5 working days to respond to the complaint in writing. The Director of Residential and Community Services will meet or speak with all parties involved in the situation to determine a resolution. The Director of Residential and Community Services will send a letter to the person identifying the concern with the proposed resolution. This will be copied to the COO and CEO.

The individual supported, family member or guardian has the right to appeal this resolution to the COO of the agency if they are unhappy with the resolution that the Director of Residential and Community Services has offered. The COO will have five working days to respond to the complaint in writing. The COO will meet with all parties involved in the situation to determine a resolution. The COO will send a letter to the person expressing the concern with a resolution. This will be copied to the CEO and DRSC.

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The individual supported, family member or guardian has the right to appeal this resolution to the CEO of the agency if they are still unhappy with the resolution offered by the COO. The CEO has five working days in which to respond to the complaint in writing. All decisions by the CEO are final. The CEO will send a letter to the person expressing a concern with the final decision. This letter will be copied to the COO and DRSC.

There will be no retaliation or barriers to services when a consumer makes a formal complaint.

Person supported may also report their formal complaint to an external entity of the organization (BCFR Service Coordinator) if they are not satisfied with the final decision of the CEO. Individuals can also make an anonymous complaint to the DMH Office of Constituent Services at 1-800-364-9687.

Woodhaven staff will be available to assist persons supported if they wish to make a formal complaint.

The CEO recommended resolution will be the final step in the formal complaint process.

The Director of Residential and Community Services shall prepare a report on annual basis of all complaints and grievances received. This report will analyze frequency, type and resolution status as well as summarize issues related to procedural compliance with the grievance policy. A summary of this information will be made available to the Leadership Team.

Approved by: _____
Director of Residential and Community Services

Date: _____

WOODHAVEN
STATEMENT OF COMPLAINT OR CONCERN
BY AN INDIVIDUAL RECEIVING SERVICES/GUARDIAN/FAMILY MEMBER

Name: _____ Date: _____

Guardian/Family Member Name: _____

City and State You Live In: _____

Please describe your complaint or concern:

Please describe how you would like to see your complaint resolved:

Received By: _____

Name and Title

Date Received by Director of Programs: _____

Signature of Person Submitting the Complaint

Date