

WOODFORDS FAMILY SERVICES		Subject: Consumer Grievance	
Effective Date:	10/28/14	Manual:	Operations
Approval Date:	10/28/14	Chapter:	4-Quality Improvement
Approved By:	Board of Trustees	Supersedes:	2/27/02
Origin:	Quality Improvement	Review Date (s)	9/15/16, 11/30/16, 2/10/17, 9/23/20, 5/13/24

Policy:

Woodfords Family Services shall provide a systematic process for consumers to present grievances. This shall be a step-by-step, supportive process that will assist consumers in having their grievances resolved in a timely manner.

Definition:

A grievance is a formal expression of concern about any particular issue thought to be unjust, unfair, or abusive. Filing a grievance may require putting in writing anything that the consumer and/or his/her family or guardian have experienced and believe was harmful or unfair.

Procedure:

Woodfords Family Services believes that the most effective means of resolving grievances between consumer and the Agency staff is first to discuss the issue.

If the grievance is against the supervisor, begin with step two. If the grievance is against the Program Director, begin with step three. If the grievance is against the Executive Director, begin with step four.

Step One:

If a mutually agreed upon decision is not met through discussion, the consumer and/or his/her family or guardian shall contact the supervisor of the staff person against whom the grievance is alleged.

1. A request for a meeting with the supervisor should be made within 5 business days after an attempt at resolution via discussion has not been met. This request *does not* need to be put in writing.
2. The supervisor will schedule a meeting with the consumer and/or his/her family or guardian and the person against who the grievance is alleged, within 5 business days of the request.
3. The supervisor, within 10 business days after the scheduled meeting, will provide written notification to the consumer and/or his/her family or guardian of the resolution, or an explanation of any further steps necessary if a satisfactory resolution has not been established.

Step Two:

If a satisfactory resolution to the grievance has not been agreed upon with the supervisor, or if the grievance is against the supervisor, the following steps should be followed:

1. A request for a meeting with the Program Director must be made within 5 business days following the meeting with the supervisor and the staff person against whom the grievance is alleged.
2. This request must be made in writing using the Consumer Grievance Form.
3. The Program Director will schedule a meeting with the consumer and/or his/her family or guardian within 5 business days of receiving the written grievance.
4. The Program Director, within 10 business days after the scheduled meeting, will provide written notification to the consumer and/or his/her family or guardian of the resolution, or an explanation of any further steps necessary if a satisfactory resolution has not been established.

Step Three:

If a satisfactory resolution to the grievance has not been agreed upon with the Program Director, or if the grievance is against the Program Director, the following steps should be followed:

1. A request for a meeting with the Executive Director must be made, in writing, within 5 business days following the meeting with the Program Director and the staff person against whom the grievance is alleged.
2. This request must be done in writing using the original Consumer Grievance Form by checking off request to meet with the Executive Director. The Program Director will submit the request to the Executive Director.
3. The Executive Director will schedule a meeting with the consumer and/or his/her family or guardian within 5 business days of receiving the written grievance and request.
4. The Executive Director, within 10 business days after the scheduled meeting, will provide written notification to the consumer and/or his/her family or guardian of the resolution, or an explanation of any further steps necessary if a satisfactory resolution has not been established.

Step Four:

Failure to resolve the grievance with the Executive Director may result in a final appeal to the Quality Improvement Committee of Woodfords Family Services Board of Trustees.

1. A appeal to the Quality Improvement Committee must be made to the Co-Chair of the Committee within 10 business days of receiving a written response from the Executive Director.
2. This appeal must be made in writing using the original Consumer Grievance Form by checking off request to meet with the Board Quality Improvement Committee.
3. The Board Quality Improvement Committee will review the grievance and render a written response to the consumer and/or his/her family or guardian within 10 business days.

All grievances will be reviewed at the Board Quality Improvement Committee on a quarterly basis.

If a grievance remains unresolved and the consumer received services through a Department of Health and Human Services (DHHS) contracted program, the consumer retains the right to file a grievance with DHHS. General information on how to do this is available by calling the Disability

Rights Center of Maine at 207-626-2774. General Information is also available in The Rights of Recipients Handbook.

For consumers receiving services through the Office of Aging and Disability Services (OADS), the form to initiate a grievance is located on the DHHS website at:

<https://www.maine.gov/dhhs/oads/providers/adults-with-intellectual-disability-and-autism>

If requested by the consumer and/or his/her family or guardian, the case manager shall fill out the form themselves to start the grievance. The case manager is required to document the grievance, notify the Developmental Services advocates, and to work quickly to try to resolve the complaint.

If the grievance cannot be resolved within eight (8) business days the case manager will immediately refer the grievance to the OADS Program Administrator. The case manager will also notify you, your representative and the Disability Rights Maine, in writing, that the matter has been referred to Level II.

More information on filing an adult developmental services grievance can be obtained via the OADS website: <http://www.maine.gov/dhhs/oads/home-support/disability-with-autism/grievance-process.html> or by calling the Office of Aging and Disability Services at 207-287-9200; TTY: Maine relay 711.

For consumers receiving services through the Office of Substance Abuse and Mental Health Services information on filing a grievance can be obtained via their website: <https://www.maine.gov/dhhs/obh/support-services/rights-and-legal-issues/grievance-process> or by calling 207-287-2595; TTY: Maine relay 711.

Training

All new employees will be trained on the Grievance Policy and Procedure during orientation week. Individual programs will determine the best method to train consumers in their programs on the process.

Woodfords Family Services

15 Saunders Way, Suite 900
Westbrook, ME 04092
Phone: (207) 878-9663

All Programs

Consumer Grievance Form

Date: _____

Consumer and/or Family/Guardian Name: _____

Woodfords Family Services Staff Name: _____

I hereby request a meeting with the Program Director as I feel that my grievance has not been resolved to a satisfactory level. I have attempted to resolve the issue through discussion and though meeting the supervisor of the program and the person for whom I have a grievance.

Nature of the Complaint:

Attach Additional Pages if Necessary

Proposed Resolution:

Consumer and/or Family/Guardian Signature: _____

Request to Meet with Program Director: _____ Date: _____
Signature

Request to Meet with Executive Director: _____ Date: _____
Signature

Request to Meet with Board of Trustees' Quality Improvement Committee:

Signature Date: _____