



Policy and Procedure # 315

Grievance Process for Clients

Approval: _____ Effective Date: 5/9/24

POLICY:

EFI accepts complaints, concerns and grievances from the client, the client's parent or guardian and any other person acting on behalf of the client. The scope of complaints that EFI accepts are limited to complaints about the client's care, services and anticipated changes to the client's care or services.

Allegations of abandonment, abuse, neglect, exploitation, and financial exploitation of a child or vulnerable adult are outside the scope of this policy as they are addressed through separate processes. These must be reported immediately to Adult Protective Services (APS), the Complaint Resolution Unit (CRU), or Child Protective Services (CPS), as appropriate

Client information will be kept confidential. Clients will receive a copy of this policy. The client's copy will include names, work phone numbers and work addresses of persons identified by title in this policy and procedure. Clients will receive grievance training which includes identifying advocates.

EFI must try to resolve a complaint through an informal process before initiating the formal grievance process.

PROCEDURE:

1. Informal grievance process:
 - a. Employees are encouraged to assist the client in resolving the problem or developing a plan to resolve the problem. If the complaint is directly related to an employee, the client may talk with a supervisor.
 - b. If the complaint is about the client's care or services, the supervisor designated to oversee the client's services must:
 - i. Record the complainant's concerns
 - ii. Address and attempt to resolve the concern
 - iii. Document in the client's record, any steps taken to resolve the concern
 - c. If the supervisor and complainant do not resolve the concern within ten (10) days, the complainant may contact the department director and initiate a formal grievance process.
2. Formal Grievance Process
 - a. The department director must:
 - i. Record the complaint
 - ii. Acknowledge receipt of the complaint in writing
 - iii. Address and attempt to resolve the concern



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- iv. Investigate the concern
- v. Discuss the outcome of the investigation with the complainant within 5 business days
- b. The department director may choose to delegate the investigation and/or resolution to others, including, but not limited to, the following:
 - i. An alternative supervisor
 - ii. Corporate Compliance Officer (CCO)
 - iii. An appropriate investigator who can act as a “third party”
- c. If a resolution cannot be reached the department director, executive director, the client, and client’s advocate will meet with the DDA case manager and/or DVR counselor within 14 days to determine if EFI has the resources to solve the problem or if a request will need to be made to DDA and/or DVR for different or expanded services. Appropriate requests will be made within 7 days of the meeting.