



## Service User & Community Complaint / Grievance Process

**Policy Number:** 1.8

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**Approved by:** Terry Ellis, LCSW

### PREAMBLE

Wolf Pack Consulting and Therapeutic Services values and encourages the feedback of service users and community members regarding the programs and practices of the organization. Complaints can provide important opportunities and insights for improving service. A complaint may be defined as an expression of dissatisfaction or unmet expectation. A complaint can be made by the service user or community member with support if necessary. The complaint can relate to any aspect of the organization's programs and services.

### POLICY

Wolf Pack Consulting and Therapeutic Services is committed to listening to service user and community member complaints and grievances and responding in a fair, timely, and respectful manner. All complaints will be given due consideration without reprisal or discrimination. Language support for non-English speaking service users or community members will be provided.

Wolf Pack Consulting and Therapeutic Services actively informs service users and community members of their right to register complaints or grievances (verbal or written) and seek resolution. This information is accessible and publicized in Wolf Pack Consulting and Therapeutic Services, Privacy Practices. Service users or community members who speak languages other than those covered by the latter documents or who have reading difficulties are encouraged to have this policy explained to them by a Wolf Pack Consulting and Therapeutic Services staff person at the beginning of services. Wolf Pack Consulting and Therapeutic Services will assist all persons to register their complaints and seek resolution. All complaints, grievances and appeal procedures will be handled in accordance with OAR 309-019-0215.

All aspects of a complaint will be handled in confidence. However, if the complaint involves allegations of illegal or unethical behavior, information may need to be shared with external authorities.

All complaints are documented. The maintenance of complaint files is the responsibility of the privacy officer

### SCOPE

The *Service User and Community Member Complaint and Grievance* policy applies to all Wolf Pack Consulting and Therapeutic Services programs and services.



## PROCEDURES

### 1. Notification

- 1.1 Each individual or guardian obtaining services through Wolf Pack Consulting and Therapeutic Services shall receive, and be afforded the opportunity to review, a written copy of the policy upon entry.
- 1.2 This policy will also be available to services users or community members upon request.
- 1.3 Each individual or guardian obtaining services through Wolf Pack Consulting and Therapeutic Services shall receive a Service User / Community Complaint or Grievance Form upon , and anytime thereafter as requested.
- 1.4 An updated Grievance Process Notice will remain posted in common areas at all times.
- 1.5 Contact information for Coordinator Care Plans, The Division, Disability Rights Oregon, and The Governor's Advocacy Office will be provided upon request to any individual or guardian obtaining services.

### 2. Grievance filings and Response

- 2.1 The person receiving the complaint from the service user or community member should be offered the earliest opportunity to discuss their concern.
- 2.1 All complaints and grievances will be forwarded to and processed by Privacy Officer, Molly Griffith [MollyG@wolfpackcts.org](mailto:MollyG@wolfpackcts.org), 503.828.3402 (phone).
- 2.2 Resolution of grievance will be encouraged and completed at the lowest possible level.
- 2.3 All individuals, parents, and guardians will be provided assistance in understanding and completing the grievance process.
- 2.4 Any individual, parent, and guardian receiving services may file a grievance with the provider, the individual's coordinated care plan, or the Division.
- 2.5 Grievance investigations will be completed within thirty calendar days.

### 3. Documentation

- 3.1 All complaints or grievances will be documented using the *Service User / Community Complaint or Grievance Form*.
- 3.2 All complaints or grievances will be documented upon receipt, including all investigation steps as well as action taken in response.
- 3.3 Any action taken as the result of a substantiated grievance will be documented within three business days.
- 3.4 The grievance file (including all documentation, correspondence, resolution and follow up) is maintained separately from the service user's client record or the community member's file and is maintained by the Privacy Officer.
- 3.5 A record of the complaint will be made available to the complaint filer on request, except in the case where the confidentiality of another service user or community member may be breached.
- 3.6 These records will be retained for the same period of time as the client or community member record.



#### 4. Review & Expedited Review

4.1 From the point a manager takes a call from a service user or community member, or calls a complaint filer about a complaint, a meeting between the manager and complainant should be offered within five working days.

4.2 A letter must be sent to the service user or community member within two weeks of meeting. The Director is informed of the complaint and the resolution or lack of resolution thereof.

4.3 In circumstances where the matter of the grievance is likely to cause harm to the individual before the grievance procedures are completed, the individual or guardian of the individual may request an expedited review within 48 hours of receipt of the grievance. The written response shall include information about the appeal process.

#### 5. Non-Retaliation

5.1 A grievant, witness, or staff member of a provider may not be subject to retaliation by a provider for making a report or being interviewed about a grievance or being a witness. Retaliation may include but is not limited to, dismissal or harassment, reduction in services, wages, or benefits, or basing service or a performance review on the action.

5.2 The grievant is immune from any civil or criminal liability with respect to the making of, or content of, a grievance made in good faith.

#### 6. Appeals

6.1 Individuals and their legal guardians may appeal entry, transfer, and grievance decisions as follows:

- a) If the individual or guardian is not satisfied with the decision, the individual or guardian may file an appeal in writing within ten working days of the date of the program administrator's response to the grievance or notification of denial of services. The appeal shall be submitted to the Division;
- b) If requested, program staff shall be available to assist the individual;
- c) The Division shall provide a written response within ten working days of the receipt of the appeal;
- d) If the individual or guardian is not satisfied with the appeal decision, they may file a second appeal in writing within ten working day of the date of written response to the Division Director.

6.2 If the service user or community member is not satisfied with the response from the manager they will be informed of the name and phone number of the Director if they wish to pursue the complaint.

6.3 If requested, the Director will meet with the service user or community member within two weeks of receiving the request.

6.4 The Director will attempt to resolve the problem with the service user or community member. Whatever the outcome, the Director will inform the complaint filer by mail not more than two weeks after the meeting.

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