

PARTNERSHIP FOR FAMILIES, CHILDREN AND ADULTS, INC.

Policy Title:	COMPLAINTS, GRIEVANCES, AND APPEALS	Policy #: CR-270
Section:	CLIENT RIGHTS	Originated: 3/2007
Approved by:	Board of Directors	Approved: 08/01/07; 04/04/12 08/03/16; 6/5/19
Cross Ref #:	CR-250	Reviewed: 05/30/07; 02/2012 03/2016; 06/14/16 07/15/16;03/05/19
		Revised: 05/17/19

POLICY

All clients of the Partnership, including applicants for service, their families, and their guardians have the right to complain if dissatisfied with decisions concerning them, or if services provided to them are considered unsatisfactory. Circumstances which may precipitate complaints include, but are not limited to:

- Denial of the right to apply for services
- Reduction or termination of services
- Failure to act upon a request for services
- Policies or regulations considered unfair or unreasonable
- Discriminatory treatment or practices on the basis of race, color, sex, sexual orientation, gender identity, age, national origin, disability, or any other classification protected by Federal, Tennessee State Constitutional and/or Statutory Law.

Written procedures for expressing and resolving complaints are given to all applicants for service at the time of application, and are made available at all Partnership locations accessed by the public, including the agency website. The written procedure includes a copy of the Complaint/Grievance Form, and steps to take in filing a grievance.

Written procedures are also provided at the time a complaint occurs.

Any staff or volunteer against whom a complaint/grievance has been filed is entitled to participate in the investigation process.

PROCEDURE

Responsibility	Step	Process
		IN RESPONSE TO COMPLAINTS
Agency Staff	1.	Give prompt and careful attention to the complaint.
	2.	Offer to arrange a meeting with the appropriate case manager or supervisor, including staff against whom complaint is lodged (Timeframe: 3 working days).
	3.	Provide complainant with the written procedure for lodging complaints/grievances.
	4.	Record facts of complaint in the case record, and include: <ul style="list-style-type: none"> • Name of complainant • Relationship to client, if not the client • Details regarding the issue • The facts, and the applicable policies

		<ul style="list-style-type: none"> • Efforts to resolve the complaints • Conclusion.
Supervisor or Designee	5.	Assure corrective action, when indicated, is completed within 3 working days from the time a decision is reached.
	6.	Inform complainant of resolution in writing.
	7.	Retain a copy of the notification of resolution in the case record.
		GRIEVANCE PROCESS – if complaint remains unresolved
Agency Staff	8.	Offer to assist complainant in filing a grievance
	9.	Provide the written procedure for lodging complaints/grievances (<i>Got a Problem or Complaint? Handbook</i>). Grievance routing: <ul style="list-style-type: none"> • Original – appropriate Program Director or Manager • Copy – CEO or designee
Program Director, Manager or designee	10.	Investigate the grievance.
	11.	Offer the grievant a meeting to discuss the grievance.
	12.	Provide a written response to the grievance within 5 working days. <ul style="list-style-type: none"> • Recommend a course of action to correct the grievance, OR • Ask for more information from all of the people involved, OR • Decide that no action is required. Written response routing: <ul style="list-style-type: none"> • Original - To the grievant • Copies - Case Record, CEO or designee
		APPEAL PROCESS – if grievance remains unresolved
CEO or designee	13.	Schedule a hearing within 10 working days of the request for appeal.
	14.	Render decision based on the oral/and or written evidence, testimony, and exhibits introduced in connection with the hearing.
	15.	Notify grievant in writing within 5 days of the date of action taken. Written response routing: <ul style="list-style-type: none"> • Original - To the grievant • Copy - Case Record. <i>If a grievance relates to a program funded through contract with other agencies, such as the Department of Children’s Services, refer grievant to the appropriate agency to appeal through their grievance procedures.</i>
PQI Committee	16.	Review grievances and appeals quarterly.
	17.	Recommend appropriate corrective action and/or policy revision.
	18.	Prepare report on grievances and appeals, and actions taken in response, for quarterly review by the Chief Executive Officer and the Board.
REFERENCES		COA 8 th Edition CR 3, RPM 2.02 Department of Children’s Services Policy and Procedure Manual (6/2006)
DEFINITIONS		Complaint - Expression of discontent or dissatisfaction. Grievance - A serious complaint that is not resolved to the complainant's satisfaction. Appeal - Resort to a higher authority for the purpose of obtaining a review of a decision, and/or a reversal of judgment.
FORMS		<i>Got a Problem or Complaint?</i> Handbook for customers (English and Spanish) Complaint/Grievance Form CR-270-F-E (English) & CR-270-F-S (Spanish) CR-270-F-1 Notification of Resolution
ATTACHMENTS		