

ONE LIFE HEALTH SERVICE

“a better way to live”

POLICY AND PROCEDURE ON GRIEVANCES

11/14

I. PURPOSE

The purpose of this policy is to promote service recipient right by providing persons served and/or legal representatives with a simple process +to address complaints or grievances.

II. POLICY

Each person served and/or legal representative will be encouraged and assisted in continuously sharing ideas and expressing concerns in informal discussions with management staff and in support team meetings. Each concern or grievance will be addressed and attempts will be made to reach a fair resolution in a reasonable manner. Should a person and/or legal representative feel an issue or complaint has not or cannot be resolved through informal discussion, they should file a formal grievance. Staff and persons served and/or legal representatives will receive training regarding the informal and formal grievance procedure. This policy will be provided, orally and in writing, to all persons served and/or legal representatives. If a person served and/or legal representative feel that their formal complaint has not or cannot be resolved by other staff, they may bring their complaint to the highest level of authority in the program, the CEO, who may be reached at the following:

Christine Nsajja, CEO

6430 City West Pkwy, Apt 5301

Eden Prairie, MN

(763) 607-9086

The Designated Coordinator and/or Designated Manager will ensure that during the service initiation process that there is orientation for the person served and/or legal representative to the company’s policy on addressing grievances. Throughout the grievance procedure, interpretation in languages other than English and/or with alternative communication modes may be necessary and will be provided upon request. If desired, assistance from an outside agency (i.e. ARC, MN Office of the Ombudsman) may be sought to assist with the grievance. Persons served and/or legal representatives may file a grievance without threat or fear of reprisals, discharge, or the loss of future provision of appropriate services and supports.

III. PROCEDURE

A. All complaints affecting a person’s health and safety will be responded to immediately by the Designated Coordinator and/or Designated Manager.

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B. Direct support staff will immediately inform the Designated Coordinator and/or Designated Manager of any grievances and will follow this policy and procedure. If at any time, staff assistance is requested in the complaint process, it will be provided. Additional information on outside agencies that also can provide assistance to the person served and/or legal representative are listed at the end of this procedure.

C. If for any reason a person served and/or legal representative chooses to use the formal grievance process, they will then notify in writing or discuss the formal grievance with the Designated Coordinator and/or Designated Manager.

D. When a formal grievance is made, the Designated Coordinator and/or Designated Manager will initially respond in writing within 14 calendar days of receipt of the complaint.

E. If the person served and/or legal representative is not satisfied with the Designated Coordinator and/or Designated Manager response, they will then notify in writing or discuss the formal grievance with the CEO, who will then respond within 14 calendar days.

F. All complaints must and will be resolved within 30 calendar days of receipt of the complaint. If this is not possible, the CEO will document the reason for the delay and the plan for resolution.

G. If the person served and/or legal representative believe their rights have been violated, they retain the option of contacting the county's Adult or Child Protection Services or the Department of Human Services. In addition, persons may contact advocacy agencies (listed at the end of this policy) and state they would like to file a formal grievance regarding their services, provider company, etc.

H. As part of the complaint review and resolution process, a complaint review will be completed by the Designated Manager or the Qualified Professional or Designated Manager's designee and documented by using the Internal Review form regarding the complaint. The complaint review will include an evaluation of whether:

1. Related policies and procedures were followed.
2. The policies and procedures were adequate.
3. There is a need for additional staff training.
4. The complaint is similar to past complaints with the persons, staff, or services involved.
5. There is a need for corrective action by the company to protect the health and safety of persons served.

I. Based upon the results of the complaint review, the company will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the company, if any.

J. A written summary of the complaint and a notice of the complaint resolution to the person served and/or legal representative and case manager will be provided by using the Complaint Summary and Resolution Notice form. This summary will:

1. Identify the nature of the complaint and the date it was received.
2. Include the results of the complaint review.
3. Identify the complaint resolution, including any corrective action.

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K. The *Complaint Summary and Resolution Notice* will be maintained in the service recipient record.

COUNTY	CHILD PROTECTION	CHILD PROTECTION AFTER HOURS	COMMON ENTRY POINT	COMMON ENTRY POINT AFTER HOURS
AITKIN	(218) 927-7200 (800) 328-3744	(218) 927-7400	(218) 927-7200 (800) 328-3744	(218) 927-7400
ANOKA	(763) 422-7215	(651) 291-4680	(763) 422-7168	(651) 291-4680
BECKER	(218) 847-5628	(218) 847-2661	(701) 235-3620	(701) 235-3620
BELTRAMI	(218) 333-4223	(218) 751-9111	(218) 333-4223	(218) 751-9111
BENTON	(320) 968-5087	(320) 968-7201	(320) 968-5087	(320) 968-7201
BIG STONE	(320) 839-2555	(320) 815-0215	(320) 839-3558	(320) 839-3558
BLUE EARTH	(507) 304-4111	(507) 625-9034	(507) 304-4319	(507) 625-9034
BROWN	(507) 354-8246	(507) 233-6720	(507) 354-8246	(507) 233-6720
CARLTOM	(218) 879-4583	(218) 384-3236	(218) 879-4511	(218) 384-4185
CARVER	(952) 361-1600	(952) 442-7601	(952) 361-1600	(952) 226-1483
CASS	(218) 547-1340	(218) 547-1424	(218) 547-1340	(218) 547-1424
CHIPPEWA	(320) 269-6401	(320) 269-2121	(320) 269-6401	(320) 269-2121
CHISAGO	(651) 213-5600	(651) 257-4100	(651) 213-0324	(651) 213-5617
CLAY	(218) 299-5200	(218) 299-5151	(218) 299-5200	(218) 299-5171
CLEARWATER	(218) 694-6164	(218) 694-6226	(218) 694-6226	(218) 694-6226
COOK	(218) 387-3620	(218) 387-3030	(218) 387-3620	(218) 387-3030
COTTONWOOD	(507) 831-1891	(507) 831-1375	(507) 831-1891	(507) 831-1375
CROW WING	(218) 824-1140	(218) 829-4740	(218) 824-1140	(218) 829-4749
DAKOTA	(952) 891-7459	(952) 891-7171	(651) 554-6000	(952) 891-7171
DODGE	(507) 635-6170	(507) 635-6200	(507) 635-6170	(507) 635-6200
DOUGLAS	(320) 762-2302	(320) 762-8151	(320) 762-2302	(320) 762-8151
FARIBAULT	(507) 526-3265	(507) 526-5148	(507) 526-3265	(507) 526-5148
FILLMORE	(507) 765-2175	(507) 765-3874	(507) 765-2175	(507) 765-3874
FREEBORN	(507) 377-5400	(507) 377-5205	(507) 377-5400	(507) 377-3081 (507) 373-2940
GOODHUE	(651) 385-3232	(651) 385-3155	(651) 385-3000	(612) 385-3155
GRANT	(218) 685-4417	(800) 797-6190	(218) 685-4417	(218) 685-5303
HENNEPIN	(612) 348-3552	(612) 348-8526	(612) 348-8526	(612) 348-8526
HOUSTON	(507) 725-5811	(507) 725-3379	(507) 725-5811	(507) 725-3379
HUBBARD	(218) 732-1451	(218) 732-3331	(218) 732-1451	(218) 732-3331
ISANTI	(763) 689-1711	(763) 689-2141	(763) 689-8146	(763) 689-2141
ITASCA	(218) 327-2941	(218) 326-8565	(218) 327-2941	(218) 327-2941
JACKSON	(507) 847-4000	(507) 847-4420	(507) 847-4000	(507) 847-4420
KANABEC	(320) 679-6350	(320) 679-8400	(320) 679-6350	(320) 679-2141
KANDIYOHI	(320) 231-7800	(320) 235-1260	(320) 231-6232	(320) 235-2244
KITTSOON	(218) 843-2689	(218) 843-3535	(218) 843-2689 (800) 672-8026	(218) 843-3535
KOOCHICHING	(218) 283-7000	(218) 283-4416	(218) 283-7000	(218) 283-4416
LAC QUI PARLE	(320) 598-7594	(320) 598-3720	(320) 598-3720	(320) 598-3720
LAKE	(218) 834-8400	(218) 834-8385	(218) 834-8401	(218) 834-8385

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LAKE OF THE WOODS	(218) 634-2642	(218) 634-1143	(218) 634-2642	(218) 634-1143
LE SUEUR	(507) 357-8288	(507) 357-8545	(507) 357-8288	(507) 357-2251
LINCOLN	(800) 810-8816	(507) 694-1664	(507) 532-6241 (800) 657-3811	(507) 694-1664
LYON	(800) 657-3760	(507) 537-7666	(507) 532-6241 (800) 657-3811	(507) 537-7000
MAHNOMEN	(218) 935-2568	(218) 935-2255	(218) 935-2568	(218) 935-2255
MARSHALL	(218) 745-5124	(218) 745-5411	(218) 745-5124	(218) 745-5411
MARTIN	(507) 238-4757	(507) 238-4481	(507) 526-3265	(507) 526-5148
MC LEOD	(320) 864-3144	(320) 864-3134	(320) 864-3144	(320) 864-3134
MEEKER	(320) 693-5300	(320) 693-5400	(320) 693-5300	(320) 693-5400
MILLE LACS	(320) 983-8208	(320) 983-8250	(320) 983-8208	(320) 983-8257
MORRISON	(320) 632-2951	(320) 632-9233	(320) 632-2951	(320) 632-9233
MOWER	(507) 437-9700	(507) 437-9400	(507) 437-9700	(507) 437-9400
MURRAY	(800) 657-3811	(507) 836-6168	(507) 352-6241 (800) 657-3811	(507) 836-6168
NICOLLET	(507) 386-4528	(507) 931-1570	(507) 934-8559	(507) 931-1570 (800) 247-5044
NOBLES	(507) 295-5213	(507) 372-2136	(507) 372-2157	(507) 372-2136
NORMAN	(218) 784-5400	(218) 784-7114	(218) 784-5400	(800) 422-0863
OLMSTED	(507) 328-6400	(507) 328-6583	(507) 328-6400	(507) 281-6248
OTTER TAIL	(218) 998-8150	(218) 998-8555	(218) 998-8150	(218) 998-8555
PENNINGTON	(218) 681-2880	(218) 681-6161	(218) 683-4350	(218) 683-4350
PINE	(320) 591-1570	(320) 629-8380	(800) 450-7263	(800) 629-3930
PIPESTONE	(507) 825-6720	(507) 825-6792	(507) 825-6700	(507) 825-6700
POLK	(218) 281-8483	(218) 281-0431	(218) 281-3127	(218) 281-0431
POPE	(320) 634-5750	(320) 634-5411	(320) 634-5750	(320) 634-5411
RAMSEY	(651) 266-4500	(651) 291-6795	(651) 266-4012	(651) 291-6795
RED LAKE	(218) 253-4131	(218) 253-2996	(218) 253-4131	(218) 253-2996
REDWOOD	(507) 637-4050	(507) 637-4036	(507) 637-4050	(507) 637-4036
RENVILLE	(320) 523-2202	(320) 523-1161	(320) 523-2202	(320) 523-1161
RICE	(507) 332-6115	(507) 210-8524	(507) 332-6115	(800) 422-1286
ROCK	(507) 283-5070	(507) 283-5000	(507) 283-5070	(507) 283-5000
ROSEAU	(218) 463-2411	(218) 463-1421	(218) 463-2411	(218) 463-1421
SCOTT	(952) 445-7751	(651) 291-4680	(952) 445-7751	(952) 496-8484
SHERBURNE	(763) 241-2600	(763) 241-2500	(763) 241-2600	(763) 607-0969 (763) 241-2500
SIBLEY	(507) 237-4000	(507) 237-4330	(507) 237-4000	(507) 237-4330
ST. LOUIS	N. (218) 749-7128 S. (218) 726-2012	N. (218) 749-6010 S. (218) 727-8770	(218) 726-2164 (800) 450-9777	(218) 726-2164 (877) 474-4290
STEARNS	(320) 656-6225	(320) 251-4240	(320) 656-6000	(320) 656-6000
STEELE	(507) 444-7500	(507) 444-3800	(507) 444-7500	(507) 451-8232
STEVENS	(320) 589-7400	(320) 589-2141	(320) 589-7400	(320) 589-2141
SWIFT	(320) 843-3160	(320) 843-3133	(320) 843-3160	(320) 843-3133
TODD	(320) 732-4500	(320) 732-2157	(320) 732-4500	(320) 732-2157
TRAVERSE	(320) 563-8255	(320) 563-4244	(320) 563-8255	(320) 563-4244
WABASHA	(651) 565-3351	(651) 565-3361	(651) 565-3351	(651) 565-3361

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WADENA	(218) 631-7605	(218) 631-7600	(218) 631-7605	(218) 631-7600
WASECA	(507) 835-0560	(507) 835-0500	(507) 835-0560	(507) 835-0500
WASHINGTON	(651) 430-6457	(651) 291-6795	(651) 430-6484	(651) 291-6795
WATONWAN	(507) 375-3294	(507) 507-3121	(507) 375-3294	(507) 375-3121
WILKIN	(218) 643-8013	(218) 643-8544	(218) 643-8013	(218) 643-8544
WINONA	(507) 457-6200	(507) 457-6368	(507) 457-6200	(507) 457-6368
WRIGHT	(763) 682-7449	(763) 682-1162	(763) 682-7400	(763) 490-8569
YELLOW MEDICINE	(320) 564-2211	(320) 564-2130	(320) 564-2211	(320) 564-2130
ARC MN	(651) 523-0823 (800) 582-5256	770 Transfer Road, Suite 26, St. Paul, MN 55114 www.thearcofminn esota.org mail@arcmn.org		
ARC Greater Twin Cities	(952) 920-0855	2446 University Ave W, Suite 110, St. Paul, MN 55114 www.arcgreatertwincities.org info@arcgreatertwincities.org		
ARC Northland	(218) 726-4725	424 W Superior St Ste 201, Duluth, MN 55802 www.arcnorthland.org cbourdage@arcnorthland.org		
Disability Law Center/Legal Aid Society	(612) 332-1441	430 1st Ave North, Minneapolis, MN 55401 www.mndlc.org website@mylegalaid.org		
MN DHS Department of Licensing	(651) 431-6500	444 Lafayette Road, St. Paul, MN 55115 www.mn.gov/dhs/general-public/licensing/ dhs.info@state.mn.us		
MN Office of the Ombudsman for MH/DD	(651) 757-1800 (800) 657-3506	121 7th Place East, Suite 420, Metro Square Building, St. Paul, MN 55101 www.ombudmhdd.state.mn.us		

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		ombudsman.mhdd @state.mn.us		
MN Office of the Ombudsman for Long-Term Care	(651) 431-2555 (800) 657-3591	P.O. Box 64971, St. Paul, MN 55164 www.dhs.state.mn. us/main dhs.info@state.mn. us		