



Policy Name:	Complaint and Grievance Resolution	Date Revised:	9/2017
Purpose:	Rights to Complain and Submit Complaint	Board Approval:	9/2017

Policy:

Greater New Beginnings Youth Services, Inc. Informs clients, caretakers, family members and staff about their rights to complain as well as Greater New Beginnings Youth Services, Inc. 'S complaint resolution process. This includes the right to complain to other organizations and stakeholders, such as school districts, county authorities, state authorities, or other agencies. Greater New Beginnings Youth Services, Inc. Is committed to being personally and administratively attentive to client complaints, in proportion to the complaint's implications and level of significance, and to resolving complaints whenever possible. Clients may freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal or unreasonable interruption of services.

Intake packets provided to clients and caretakers contain information about complaint procedures and client's rights. Designated staff members within each program are trained on these procedures and are instructed to remind and/or guide clients and families about complaint procedures. In some circumstances, addressing certain complaints may fall under the purview of the client's treatment plan. Even in circumstances where collaborative resolution is not part of the treatment plan, staff must opt for the least restrictive and most normative means of resolution.

When a Greater New Beginnings Youth Services, Inc. Client and/or family member has a complaint with the treatment they are receiving, they have several options to have their complaint heard and resolved. Greater New Beginnings Youth Services, Inc. Staff must seek to actively engage, listen and collaborate with clients and/or family members who have complaints. In the event of a commonplace or routine complaint, Greater New Beginnings Youth Services, Inc. Clients and/or family members are encouraged to speak directly with the staff assigned to their case in order to determine an immediate and satisfactory resolution for all parties. In the event of a potentially serious complaint, Greater New Beginnings Youth Services, Inc. Staff should immediately contact their program director. Potentially serious complaints are defined on a case-by-case basis at each individual program site. The program director is responsible for communicating guidelines for what constitutes a serious complaint, while the site's supervisors and clinicians are responsible for adjusting these guidelines to an individual client's needs and circumstances.

Procedure:

Greater New Beginnings Youth Services, Inc. Staff must welcome complaints as an opportunity for communication and joint problem solving, and assist clients and/or families in deciding whether to file a complaint with Greater New Beginnings Youth Services, Inc. , the county, school district, other service

provider, or with any combination of these options. When issuing a complaint, Greater New Beginnings Youth Services, Inc. Encourages clients and/or family members to choose one or more of the following options:

- 1. Verbal complaints.** If a client and/or family member has an issue with the treatment they are receiving, they are encouraged to make a verbal complaint directly to Greater New Beginnings Youth Services, Inc. Staff assigned to their case. They may also issue a complaint directly to any Greater New Beginnings Youth Services, Inc. Staff member, a county case manager, school district staff person, state staff person or other service provider with whom they feel comfortable talking about the issue. If a client and/or family member does not know how to reach another Greater New Beginnings Youth Services, Inc. To issue a verbal complaint, Greater New Beginnings Youth Services, Inc. Staff will assist in connecting them with the appropriate resource.
- 2. Written complaints.** If a client and/or family member wishes to file a complaint in writing, they may submit a written letter (in any format) that articulates the complaint. Immediately upon receiving a written letter detailing a complaint, the letter should be passed on to the program director and the executive office.

Alternatively, a client and/or family member may fill out the grievance/complaint form provided by the county, school district or other service provider. Greater New Beginnings Youth Services, Inc. Staff shall ensure clients and/or family members have access to complaint forms. If the client and/or family members need help in filling out the forms, Greater New Beginnings Youth Services, Inc. Staff shall offer support in completing and submitting the complaint to the appropriate Greater New Beginnings Youth Services, Inc. .

- 3. Recorded complaints.**At the request and permission of the client and client's guardian and/or family member, Greater New Beginnings Youth Services, Inc. Staff may also record a complaint in any medium they wish. Recorded complaints must reviewed by the program director (or as per individual site policy), to determine an appropriate response.

When possible, Greater New Beginnings Youth Services, Inc. Staff members are encouraged to discuss and resolve commonplace complaints and problems at the program level first. If a client and/or family member still has a complaint after issuing a verbal, written or tape recorded complaint to a Greater New Beginnings Youth Services, Inc. Staff, they should be referred to the program director who will work with them to explore and find a solution. After review of the written or taped significant complaint, the program director shall meet with the client and/or family members to review the concerns and resolve the issues. In addition, the program director must record all complaints in a grievance log, and copies must be sent to the executive office, either with each complaint or on a monthly basis. Resolution of a serious complaint must be documented in a written report prepared by the program director and sent to involved staff as well as the executive office. The program director must also confirm the resolution of a serious complaint with the client, and a copy of the written report must be placed in the client's chart.

If the client and/or family members do not wish to go through the program director or if they are not satisfied with the program director's proposed solution, they may appeal directly to Greater New Beginnings Youth Services, Inc. 'S executive office. A staff person should help them contact the office.

If a complaint is filed with an external Greater New Beginnings Youth Services, Inc. , Greater New Beginnings Youth Services, Inc. Staff shall offer to participate in the resolution process if desired by the Greater New Beginnings Youth Services, Inc. And client and/or family member.

Should concerns relating to HIPAA violations, systemic issues or the seriousness of the complaint arise, the program director should consult with the executive office and/or the quality assurance director as appropriate.