



Complaint Mechanism Policy



Table of Contents

I.	PURPOSE	1
II.	AUTHORITY	1
III.	PROCEDURAL DIRECTIVES.....	1
A.	Grievance Process	1
B.	Review Process.....	2
C.	New Staff.....	2
D.	Complaint Records.....	2
E.	Review Form	3



I. PURPOSE

The purpose of this policy is to provide a complaint mechanism to individuals receiving services, the family, the legal representative, other team members and agency employees. It is implemented to comply with Regulations: Title 404 Chapter 4-009.

II. AUTHORITY

This procedure is approved by the Board of Directors and/or its designee.

III. PROCEDURAL DIRECTIVES

When individuals receiving support are dissatisfied with their services, they may follow the steps listed below. Family, legal representative or other team members (including ABLED, Inc. staff) may follow the steps on behalf of the individuals supported. ABLED, Inc. staff will provide whatever support is needed to fulfill the requirements.

A. Grievance Process

1. Issues regarding staff schedules or ABLED, Inc. policies should be discussed with ABLED's executive staff or designated supervisor closest to the issue.
2. Any issues which remain unresolved may be taken to the ISP Team for resolution.
3. If dissatisfaction remains, please submit your concern in writing to the Chief Operations Officer. The Chief Operations Officer will respond in writing within ten (10) calendar days after receiving the complaint.
4. If dissatisfaction remains, you may go to the Chief Executive Officer (CEO). The concern must be submitted in writing. The CEO has (10) days to respond after receiving the complaint. This decision shall be final and is not subject to appeal by the Board of Directors.
5. At any point in this process or if the CEO's decision/recommendation does not resolve the issue, the person will be informed they have the following rights to:
 - a. Contact Nebraska Advocacy Services (1-800-422-6691).
 - b. Contact Health and Human Services System - Services Coordination staff (ABLED, Inc. executive staff should be contacted for the number).
 - c. Go to court.



B. Review Process

This policy will be provided to and reviewed with each person receiving support and the legal representative at the following times:

1. When services begin.
2. Prior to or at the annual ISP meeting.
3. Upon request.

C. New Staff

This procedure will be reviewed with staff within 30 days of employment and on an annual basis and other team members upon request.

D. Complaint Records

Formal complaints will be maintained in the ABLED, Inc. main office including all complaints, the resolution, and the response to the complainant.



E. Review Form

COMPLAINT MECHANISM REVIEW



Complaint Mechanism Acknowledgement

Grievance Process:

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3. If dissatisfaction remains, please submit your concern in writing to the Chief Operations Officer. The Chief Operations Officer will respond in writing within ten (10) calendar days after receiving the complaint.
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5. At any point in this process or if the CEO's decision/recommendation does not resolve the issue, the person will be informed they have the following rights to:
 - a. Contact Nebraska Advocacy Services (1-800-422-6691).
 - b. Contact Health and Human Services System - Services Coordination staff (ABLED, Inc. executive staff should be contacted for the number).
 - c. Go to court.

I received the above copy of ABLED, Inc.'s Complaint Mechanism policy. It was reviewed with me:

At the Intake Meeting _____

At the Annual IPP Meeting _____

Upon Request _____

Comments:

Name: _____ Date: _____

Guardian: _____ Date: _____
(if applicable)

Reviewer/Position: _____ Date: _____