

GRIEVANCE RESOLUTION PROCEDURE CHECKLIST

ACTIONS	Provider	Individual Receiving Services	Director	Program Manager	Comments
1. Explain Grievance Resolution policy and procedure to individual receiving services, guardian or authorized representative at admission to MSS, at the time of a grievance or complaint, and when this procedure changes; Ensure that the person(s) signs the “Grievance Resolution for Individuals Receiving Services” form	X Assist	X		X	
2. Ensure that the individual has the resources necessary to articulate and abide by the procedure	X			X	
3. In case of dissatisfaction with services or a grievance or complaint: Bring the matter to the attention of the host home provider or direct support staff		X			
4. Attempt to resolve any issue presented	X	X			
5. Discuss the issue (verbally or through a preferred method of communication) with the program manager or employment program staff person	X Assist	X		X	
6. Write the results of the discussion in a letter; Distribute to individuals involved				X	

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<p>7. If the issue is not resolved: Submit a written complaint to the Director of the involved department (Residential or Employment Services) including the following:</p> <ul style="list-style-type: none"> A. Name, address and phone number of the person making the complaint; B. Complete explanation of the complaint and desired outcome; C. Date submitted to the Department Director; D. Individual's signature (anonymous complaints will not be addressed by MSS staff) 	X Assist	X		X Assist	
<p>8. Schedule a meeting, with the individual making the complaint and any other involved staff or service provider, within five (5) working days of receipt of the complaint</p>			X		
<p>9. Drop the complaint unless there are extenuating circumstances to warrant an extension, if the individual can not be reached with good faith efforts, or</p>			X		
<p>10. Waive the meeting only with the mutual consent of both the individual making the complaint and the Director</p>		X			X
<p>11. Respond in writing, outlining the relevant issues and the outcome within five (5) working days of the meeting with the individual; Notify the individual if more time is needed</p>			X		
<p>12. If after discussing the facts with the Director, the individual continues to be dissatisfied: Assist the individual in requesting a meeting with the Director or Designee</p>		X			

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13. Schedule a meeting with the individual and any other involved MSS staff or service provider to discuss the complaint, within ten (10) days of receipt of the complaint			X		
14. Provide a written response identifying the relevant issues and the outcome of the meeting. If more time than five (5) working days is needed, contact the individual			X		
15. Forward the complaint, in writing, signed and dated to NMCS Executive Director		X	X Assist		
16. Request/schedule a meeting with NMCS Executive Director or Designee			X		
17. Individual Receiving Services will be notified in writing regarding impressions of the meeting and any relevant recommendations			X	X	
18. If necessary, the complainant may choose to file a formal complaint with HFEMSD		X	X Assist		
19. Review all written complaints, including those which have been resolved prior to reaching the Executive Director, on a quarterly basis			X		