**FRIENDS OF INFINITY ACRES RANCH**

**ENABLE DAY SUPPORT**

**HUMAN RIGHTS COMPLAINT PROCESS**

Each individual or their representative has the right to express a concern or complaint about any service received at a FOIAR program or of a staff member providing services.

It is FOIAR policy to resolve the complaint in a timely manner to ensure that the concerns of all parties involved are addressed.

Any complaint by individual receiving services, family member, advocate or other stakeholder should be addressed to the FOIAR Executive Director or Designee. The contact for FOIAR is Ron Hairston, FOIAR Human Resources Director, at 276-632-7128.

In addition, all individual’s receiving services have the right to file complaint with the Human Rights Advocate, Mandy Crowder at (434)773-4315.

**PROCEDURE**

* **The FOIAR staff person receiving any Human Rights complaint will document the concern with a FOIAR Critical Incident Report within hours 8 of the notification.**
* **FOIAR will submit the complaint through the DBHDS CHRIS system and may consult with the Human Rights Advocate.**
* **Every complaint will be reviewed, investigated and resolved as soon as possible.**
* **The Executive Director or Designee will contact the complainant and initiate an investigation within 24 hours of the incident report. During the Investigation the Executive Director or Designee will take necessary steps needed to protect the individual according to FOIAR Human Rights Policy.**
* **FOIAR shall provide, if needed, assistance to the individual in understanding the H.R complaint process, FOIAR policies and confidentiality of information involved; as well as provide someone to assist in the filing process if needed.**
* **In all cases the Executive Director shall provide his written decision, including actions taken as a result of the investigation within 10 working days following the investigation completion. This written statement will be provided to the individual, the individual’s AR and the involved employee/s.**
* **FOIAR will notify the individual in writing of their right to appeal the directors’ decision and action plan to the LHRC.**

**FOIAR SHALL POST copies of this process in its public spaces and on its website. In addition, copies will be provided to all individuals when they are admitted for services. A copy will be provided to DBHDS upon request.**

**Revised 4/21/17**