

VII. Grievance Policy

A. Policy

Consumers or their families, may file a grievance with Family Outreach, Inc. if a problem should arise between the individual(s) and Family Outreach, Inc. program.

The grievance policy and procedures will be explained to consumers and families.

If a grievance cannot be resolved within Family Outreach, Inc. to the satisfaction of both parties, the individuals may appeal to the funding contractor.

B. Procedure

1. The Grievance Policy and Procedure will be given and explained to enrolled individuals and/or families ~~and~~ during their initial meetings. (The Procedures do not need to be given to an individual during the first meetings, but must be given to them before receiving or providing services).
2. Family Support Staff will review the grievance policy and procedures with individuals at least annually.
3. If an individual has a grievance, he/she may contact the staff assigned, the local Program Manager, or the Director. Contact can be made by phone, office appointment/home visitation, or letter. Letter is preferred. The contact should contain minimally a statement that a grievance is requested and a plain statement of the facts.
4. If the grievance is brought to the attention of the Support Staff, the Program Manager and the Director should be informed.
5. The individual(s) submitting the grievance and the individual who received the grievance should attempt to resolve the situation within ten (10) working days of notice of the grievance.
6. The individual submitting the grievance may have counsel, advocate, or representative present during any meeting to resolve the grievance, however, Family Outreach, Inc. should be informed five working days before the meeting if the individual will be accompanied by counsel, advocate or representative.

7. The results of the effort in Step 5 and the reason for the decision must be documented in a letter, and forwarded to the individual(s) submitting the grievance.
8. If the grievance is not resolved and the Director has not been directly involved, the individual submitting the grievance should contact the Director in writing. A phone or office visit can occur as well.
9. The Director will meet with the individual(s) to attempt to resolve the grievance within ten (10) working days after Step 5 is completed.
10. The results of the effort in Step 8 must be documented by the Director in a letter and forwarded to the individual(s) submitting the grievance.
11. If the grievance is not resolved in Step 9, the Director will include the grievance on the agenda of the next Board Meeting. The grievance would be the first order of business with the individuals involved present.
12. An attempt to resolve the grievance will occur at the Board Meeting with the involved parties.
13. The results of the meeting with the Board shall be documented by the Board President in a letter and forwarded to the individual(s) submitting the grievance.
14. If the grievance is not resolved in meeting with the Board the individual should be advised to contact a representative of the funding contractor.
15. If the action goes beyond Family Outreach, Inc. the Director will be the contact person for Family Outreach, Inc.
16. All of the above Steps should be documented in the individual's file by the Support Staff including copies of the letter referred to in Steps 7, 10, and 13.
17. The timeline from the initiation of a grievance to review by the Board of Directors should not exceed 60 days. Under exceptional circumstances (such as illness or severe winter weather) the timelines may be modified.