

**AGING AND DISABILITY RESOURCE CENTER OF CENTRAL WI
ADRC-CW**

Policy Manual

Section I. All Staff

Subject: Complaints and Grievances

Purpose: People are able to register complaints and grievances and exercise their due process rights.

Policy: People have a right to register a complaint or grievance and/or to exercise their due process rights without fear of reprisal. ADRC-CW encourages consumers of our service to inform us if they do not receive the level or quality of service to meet their needs. Whenever possible, ADRC-CW will encourage people to resolve complaints and grievances through the internal informal complaint and grievance process. ADRC-CW also recognizes that the internal informal process may not be the desired or most effective for all individuals and will readily provide information about the external process and the availability of an external advocate. ADRC-CW will cooperate with a review by an external organization in processing a complaint or grievance.

Procedure: If an individual receiving service from the ADRC-CW has a complaint about the service provided by ADRC-CW or other service systems, ADRC-CW will advise accordingly:

1. If the complaint is regarding another service system, ADRC-CW staff will provide information about the individual's rights and how to resolve the complaint through both informal and formal processes and assist in determining which process is most appropriate for resolving the person's specific concern. If the individual desires more assistance in the complaint/grievance process, ADRC-CW staff will assist in determining whether the individual could best be served during this process by further assistance from ADRC-CW staff or through referral to organizations with resources available to provide assistance (e.g. Ombudsman).
2. If the complaint is regarding service received through ADRC-CW, the individual will be advised as to the informal and formal processes for complaint and grievance resolution, including both internal and external avenues of resolution, as follows:

Informal Internal Complaint & Grievance Resolution

ADRC-CW staff are encouraged to work directly with customers to problem solve complaints/customer satisfaction issues. If staff is unable to resolve complaint issues readily or if the customer is requests to speak with someone else within the organization, they will be referred to the immediate supervisor or manager/director of the service being provided. The immediate supervisor or appropriate manager/director will complete the complaint and resolution process within 10 business days.

Formal Internal Complaint & Grievance Resolution

If an individual is not satisfied with the informal resolution process or elects to use the formal resolution process, they may submit their complaint to the Executive Director of the Aging & Disability Resource Center of Central WI. The Executive Director will provide a written notice, of the decision to the individual within 15 business days. The notice will include the following information:

1. The decision reached
2. The name of the contact person at ADRC-CW handling the complaint/grievance
3. The date the decision was reached
4. A summary of the steps taken on behalf of the person to resolve the issue.
5. An explanation that if the person disagrees with the decision, he/she has a right to a department review, or when applicable to a state fair hearing process.
6. Information on how to file for a review by the department and through the State Fair Hearing process

External Complaint & Grievance Resolution

ADRC-CW staff will inform individuals of their right to access a formal external review through the appropriate department. The external review process is available to customer before, during or after the use of ADRC-CW's internal complaint resolution process. Additionally, customers with complaints related to eligibility determination completed by the ADRC-CW will be informed of their right and the process for accessing the State Fair Hearing process.

Implementation date: 10/21/2010