



A10. FAIR HEARING AND GRIEVANCE PROCEDURE FOR CLIENTS

Purpose: To ensure that the open discussion of concerns takes place between clients and staff members.

Policy: Clients having concerns are encouraged to discuss these issues with their family care providers. If informal meetings fail to resolve the conflicts, a formal procedure should be followed in order to resolve the issues. Clients and their guardians should be informed of the grievance procedure at the time of admission in a language or manner of communication that they understand.

Procedure:

1. The client who has concern must discuss the issue with their family care provider.
2. The family care provider has the responsibility to provide the opportunity and time to hear and understand the concerns.
3. If the issue cannot be resolved between the client and the family care provider, they both should discuss the matter with the family care coordinator.
4. The family care coordinator has the responsibility to provide the opportunity and time to hear and understand concerns.
5. If the issue cannot be resolved between the client, the family care provider, and the family care-coordinator, the FCC should document all sides of the issue and present the situation for discussion with their immediate supervisor.
6. The supervisor has the responsibility to provide the opportunity and time to hear and understand the concerns.
7. If the supervisor is unable to resolve the issue, the supervisor shall present the issue to the Executive Director for discussion who will have the final decision in resolving the matter.
8. The Executive Director has the responsibility to provide the opportunity and time to hear and understand the concerns.
9. All meetings shall be held in a timely manner from the initial request, with the time allowed sufficient to discuss their positions during the meeting.
10. If the client is unable to communicate in writing, or is too young to understand the grievance process, he/she must be provided the means to communicate their grievance in an alternative way that meets their abilities.

Adopted on: January 1, 1994
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