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Section: 2 Human Resources	Date: June 1, 2018
Policy: HH2 - 4A Grievance Procedure and Appeals	Replaces: February 2, 2017

Grievance Procedure and Appeals

Policy:

FAMILY AND FRIENDS, LLP believe that each **CLIENT** should have an opportunity to present their complaints and/or grievance regarding treatment/care/services to the appropriate management through a grievance procedure. The company will ensure that all options are available to the **CLIENT** in order resolve grievances and complaints.

Under no circumstances shall our **CLIENT** feel that **FAMILY AND FRIENDS, LLP** is not doing all that we as a company to maintain the confidentiality or relationships with them for properly using the grievance procedure.

Procedure:

- A. The **CLIENT** shall discuss the matter with the Supervisor and/or Office Manager **IMMEDIATELY** of the occurrence. The Supervisor and/or Office Manager shall attempt to resolve the matter and shall respond verbally with the **CLIENT** documenting the discussion within twenty-four (24) hours. If the matter is not resolved, the **CLIENT** may advance to the next step within two (2) business days which will be to discuss the matter with the Compliance Officer.
- B. The Compliance Officer shall attach a written copy and violation of the grievance and forward both to the Executive Board, who shall evaluate the grievance relevant to policy guidelines, past practice, and other relevant factors. The decision shall be rendered and communicated in writing to the **CLIENT** within seven (7) business days of receipt.
- C. PAO or assigned staff; must contact the case manager of the appropriate agency within 24 hours of incident, Ohio Department of Health Complaint Unit @ (800) 669-3534, Trumbull County Adult Protective Services @ (330)392-3244 shall receive a copy of the findings as well as the report. Adult Protection Services (Trumbull County 330-392-3248 or Mahoning County 330-884-6952), or APS Central Ohio Counties: (614) 868-3884; M-F 8AM TO 4PM and ACHC (855)937-2242

Departments Involved in Development: Board of Directors, Compliance Committee, Legal Counsel

Committee or other Review/Approval and dates of approval: Board of Directors (06/01/18), Compliance Committee (06/01/18)