CLIENT GRIEVANCE POLICY

Date Approved: 11/26/12
Date Reviewed: 11/20/13
Date Revised: 11/20/13, 1/15/2016, 6/20/2016

I. Policy:

It is the policy of People Incorporated to ensure that people served by its programs have the right to respectful and responsive services. We are committed to providing a clear grievance process for the people served in our programs and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

II. Procedures:

A. Service Initiation
   A person receiving services (and their case manager if the program is a 245D service) will be notified of this policy and provided a copy, along with a Resident Bill of Rights if applicable, within five working days of service initiation.

B. How to File a Grievance
   1. The person receiving services or person’s authorized or legal representative:
      a. should talk to a staff person that they feel comfortable with about their grievance or problem;
      b. clearly inform the staff person that they are filing a formal grievance and not just an informal complaint or problem; and
      c. may request staff assistance in filing a grievance.
   2. If the person or person’s authorized or legal representative does not believe that their grievance has been resolved at the program management level they may bring the grievance to the highest level of authority in this program.
      • That person is the Division Director
      • They may be reached at 651-774-0011 and asking for the Division Director; 2060 Centre Pointe Blvd, Ste #3, St. Paul, MN 55120
      • The person, or their authorized or legal representative, may also contact the Director of Quality Assurance at the phone number and address noted above.
C. Response by the Program

1. Upon request, staff will provide assistance with the grievance process to the service recipient and their authorized representative. This assistance will include:
   a. the name, address, and telephone number of outside agencies to assist the person; and
   b. responding to the grievance in such a manner that the service recipient or authorized representative’s concerns are resolved.

2. This program will respond promptly to grievances that affect the health and safety of service recipients.

3. The Huss Center For Recovery program will implement MN Rules, part 9530.6470, subpart 2, item c by responding to a client’s grievance within three days of a staff member’s receipt of a grievance.

4. All other grievances will be responded to in writing within 14 calendar days of the receipt of the grievance.

5. All grievances will be resolved within 30 calendar days of the receipt.

6. If the grievance is not resolved within 30 calendar days, this program will document the reason for the delay and a plan for resolution.

7. Once a grievance is received, the program is required to complete a grievance review (required for 245d programs—recommended for all others). The grievance review will include an evaluation of whether:
   a. related policy and procedures were followed;
   b. related policy and procedures were adequate;
   c. there is a need for additional staff training;
   d. the grievance is similar to past grievances with the persons, staff, or services involved; and
   e. there is a need for corrective action by the license holder to protect the health and safety of persons receiving services.

8. Based on this review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the license holder, if any.

9. The program will provide a written summary of the grievance and a notice of the grievance resolution to the person, and case manager if the program is a 245d service, that:
   a. identifies the nature of the grievance and the date it was received;
   b. includes the results of the grievance review; and
   c. Identifies the grievance resolution, including any corrective action.
   d. The grievance summary and resolution notice must be maintained in the person’s record.

10. People Incorporated will not retaliate in any way due to the grievance.

If unresolved at Step 5, the client can use the external grievance system:

1. **Office of Health Facility Grievances**
   85 E 7th Place, Suite 220
   St. Paul, MN 55101
   Phone: 651-201-4201
   Fax: 651-281-9796
2. **Division of Licensing**  
   Phone: 651-431-6500  
   444 Lafayette Road  
   PO Box 64242  
   St. Paul, MN 55164-0242  

3. **Department of Human Rights**  
   Phone: 651-539-1100  
   Freeman Building  
   625 Robert Street N  
   St. Paul, MN 55155  

4. **Mental Health Association of MN**  
   Phone: 651-493-6634  
   475 Cleveland Avenue N, Suite 222  
   St. Paul, MN 55104  

5. **Office of the Ombudsman for Mental Health and Developmental Disabilities**  
   Phone: 651-757-1800  
   121 7th Place E, Suite 420  
   Saint Paul, MN 55101  

6. **Saint Paul Department of Human Rights**  
   Phone: 651-266-8966  
   15 W Kellogg Blvd  
   City Hall 240  
   Saint Paul, MN 55102  

7. **Minneapolis Department of Civil Rights**  
   Phone: 612-673-3012  
   350 South 5th Street, Room 239  
   Minneapolis, MN 55415  

8. **Minnesota Board of Behavioral Health and Therapy**  
   Phone: 612-548-2177  
   2829 University Ave. SE  
   Suite #210  
   Minneapolis, MN 55414  

Legal Authority: Minn. Stat. § 245D.10, subd. 2 and 4