

Grievance Policy and Procedure

Policy

Lifeworks Services, Inc. recognizes that our employees and the people we serve sometimes have concerns which result in grievances, complaints, or misunderstandings. It is important that these concerns, regardless of severity, be addressed and resolved to keep the channels of communication open. We are committed to providing a simple process for the people served in our program and their authorized or legal representatives to bring grievances forward. We are further committed to having grievances resolved in a timely manner.

Procedure

- People receiving services and their case manager will be notified of this policy, and provided a copy, within five working days of service initiation.
- People receiving services or their authorized or legal representatives should speak to a staff person they feel comfortable with about their concern or complaint. Staff will respond in a manner intended to resolve the concern. If after this conversation, however, the service recipient (or their authorized representative) believes the concern or complaint has not been resolved, the service recipient (or their authorized representative) may clearly inform the staff person that they are filing a formal grievance and may request staff assistance in filing the grievance.
- Upon request, staff will provide assistance to service recipients and their authorized representatives including the name, address, and telephone number of outside agencies who can assist the service recipient in filing a formal grievance with Lifeworks.
- Formal grievances can be sent to the **Quality and Compliance Manager, who may be reached at: Lifeworks Services, Inc., 2965 Lone Oak Drive, Suite 160, Eagan, MN 55121, 651-454-2732.**
- Lifeworks will respond promptly (normally within 24 hours) to grievances that affect the health and safety of service recipients. All others will be responded to within 14 calendar days of the receipt of the grievance. Lifeworks will endeavor to resolve the grievance within 30 calendar days of the receipt. If we are unable to resolve the issue

within 30 calendar days, Lifeworks will document the reason for the delay and a plan for resolution.

- Employees of Lifeworks are also able to file a formal grievance and may request the assistance of human resources. As applicable, Lifeworks will follow the guidelines outlined in the Collective Bargaining Agreement (SEIU contract) for Lifeworks employees in jobs covered by the SEIU CBA.
- Filed grievances will be reviewed by the Compliance Committee to evaluate if policies and procedures were followed; if policies & procedures are adequate; if additional staff training is needed; if the grievance is similar to past concerns with the persons, staff or services involved; and if there is a need for a corrective action to protect the health and safety of persons receiving services.
- Based on the Compliance Committee review, Lifeworks will, as appropriate, develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performances by staff or the company, if any.
- Lifeworks will provide a written summary of the grievance and a notice of the grievance resolution to the person filing the grievance and the affected case manager (if any) regarding the nature of the grievance, the date the grievance was received, the results of the review of the grievance and the resolution including any corrective action taken. Grievance records are maintained for a minimum of 7 years.
- The grievance summary and resolution notice will be maintained in the record for the person filing the grievance.
- If implementation of the corrective action plan is not sufficient to resolve the grievance to the reasonable satisfaction of the person filing the grievance, Lifeworks will arrange for a review by an external neutral party.
- The action of filing a formal grievance, if done in good faith, will not result in retaliation or present a barrier to services.