

## GRIEVANCE POLICY

### Purpose

The purpose of the grievance policy is to promote service recipient rights by providing persons served and/or legal representatives with a simple process to address complaints or grievances. Additionally, it serves to educate staff on this process in order to aid the person served and/or legal representatives when necessary. At the conclusion of this policy staff may find direction on reporting grievances of their own.

### Policy

Each person served and/or legal representative will be encouraged and assisted in continuously sharing ideas and expressing concerns in informal discussions with management staff and in support team meetings. Each concern will be addressed, and attempts will be made to reach a fair resolution in a reasonable manner.

**Should a person served and/or legal representative feel an issue or complaint has not or cannot be resolved through informal discussion, they should then file a formal grievance.** Staff and persons served and/or legal representatives will receive training regarding the informal and formal grievance procedure. This policy will be provided orally and in writing, to all persons served and/or legal representatives. If a person served and/or legal representative feels that their formal complaint has not or cannot be resolved by speaking with the House Manager, Program Director, or Chief Executive Officer then they may bring their complaint to **the highest level of authority in the program, the Chief of Operations.** A person served and/or legal representative **may attain the Chief of Operations' most current contact information by reaching out to the administrative team at the head office at:**

**23038 Rum River Blvd NW  
St. Francis, MN 55070  
763-742-9366  
[administration@rmweltyinc.net](mailto:administration@rmweltyinc.net)**

R&M Welty, Inc. will ensure that orientation to the grievance policy is completed during the service initiation process. During this orientation, interpretation in languages other than English and/or with alternative communication modes will be provided as requested. If desired, assistance from an outside agency (i.e., ARC, MN Office of the Ombudsman, local county social service agency, etc.) may be sought to assist with any grievance.

Persons served and/or legal representatives may file a grievance without threat or fear of reprisals, discharge, or the loss of future provision of appropriate services and support.

## Procedure

- A. All complaints affecting a person’s health and safety will be responded to immediately by the House Manager.
- B. Direct Support Staff will immediately inform the House Manager of any grievances and will follow this policy and procedure. If at any time, staff assistance is requested in the complaint process, it will be provided. Additional information on outside agencies that can also provide assistance to the person served and/or legal representatives are listed at the end of this procedure.
- C. **If, for any reason, a person served and/or legal representative chooses to use the formal grievance process, they will either verbally discuss this matter with the House Manager or submit a written grievance to the House Manager.** This written grievance will be accepted in any form, though we do have specific grievance forms (*Person Served Grievance Report Form*) available to the person served at all times that may be utilized. The House Manager will initially respond in writing within 14 calendar days of receipt of the complaint.
- D. If the person served and/or legal representative is not satisfied with the response from the House Manager, they should then notify in writing or discuss the formal grievance with the Program Director, Chief Executive Officer or Owner. The Program Director, Chief Executive Officer or Owner will then respond within 14 calendar days.
- E. **All complaints must and will be resolved within 30 calendar days of receipt of the complaint.** If this is not possible, the Program Director, Chief Executive Officer or Owner will document the reason for the delay and the plan for resolution.
- F. If the person served and/or legal representative believes their rights have been violated, they retain the right to contact the county’s Adult or Child Protection Services or the Department of Human Services. In addition, persons may contact advocacy agencies (listed at the end of this procedure) and state that they would like to file a formal grievance regarding their services under the provider company.
- G. As part of the complaint review and resolution process, a complaint review will be completed by the Program Director and documented by using the *Internal Review* form regarding the complaint. The complaint review will include an evaluation of whether:
  1. Related policies and procedures were followed.
  2. The policies and procedures were adequate.
  3. There is a need for additional staff training.
  4. The complaint is similar to past complaints with the persons, staff, or services involved.
  5. There is a need for corrective action by R&M Welty, Inc. to protect the health and safety of the persons served.
- H. Based upon the results of the complaint review, R&M Welty, Inc. will develop, document, and implement a corrective action plan designated to correct current lapses and prevent future lapses in performance by staff or the company, if any.
- I. A written summary of the complaint and a notice of the complaint resolution will be provided to the person served and/or legal representative and case manager by using the *Complaint Summary and Resolution Notice* form. This summary will:
  1. Identify the nature of the complaint and the date it was received.
  2. Include the results of the complaint review.
  3. Identify the complaint resolution, including any corrective action.
- J. The *Complaint Summary and Resolution Notice* form will be maintained in the service recipient records.

<b>Outside Agency Name</b>	<b>Telephone Number</b>	<b>Address and Email Address</b>
ARC MN	(651) 523-0823 (800) 582-5256	770 Transfer Road, Suite 26, St. Paul, MN 55114 <a href="http://www.thearcofminnesota.org">www.thearcofminnesota.org</a> mail@arcmn.org
ARC Greater Twin Cities	(952) 920-0855	2446 University Ave W, Suite 110, St. Paul, MN 55114 <a href="http://www.arcgreatertwincities.org">www.arcgreatertwincities.org</a> info@arcgreatertwincities.org
ARC Northland	(218) 726-4725	424 W Superior St, Suite 201, Duluth, MN 55802 <a href="http://www.arcnorthland.org">www.arcnorthland.org</a> <a href="mailto:cbourdage@arcnorthland.org">cbourdage@arcnorthland.org</a>
Disability Law Center/Legal Aid Society	(612) 332-1441	430 1 <sup>st</sup> Ave North, Minneapolis, MN 55401 <a href="http://www.mndlc.org">www.mndlc.org</a> website@mylegalaid.org
MN DHS-Licensing	(651) 431-6500	444 Lafayette Road, St. Paul, MN 55115 <a href="http://www.mn.gov/dhs/general-public/licensing/">www.mn.gov/dhs/general-public/licensing/</a> <a href="mailto:dhs.info@state.mn.us">dhs.info@state.mn.us</a>
MN Office of the Ombudsman for Families (and Children)	(651) 603-0058 (651) 643-2539 Fax 1-888-234-4939	1450 Energy Drive, Suite 106 St. Paul, Minnesota 55108 <a href="http://mn.gov/ombudfam/">http://mn.gov/ombudfam/</a>
MN Office of the Ombudsman for MH/DD	(651) 757-1800 (800) 657-3506	121 7 <sup>th</sup> Place East, Suite 420, Metro Square Building, St. Paul, MN 55101 <a href="http://www.ombudmhdd.state.mn.us">www.ombudmhdd.state.mn.us</a> <a href="mailto:ombudsman.mhdd@state.mn.us">ombudsman.mhdd@state.mn.us</a>
MN Office of the Ombudsman for Long-Term Care	(651) 431-2555 (800) 657-3591	P.O. Box 64971, St. Paul, MN 55164 <a href="http://www.dhs.state.mn.us/main">www.dhs.state.mn.us/main</a> <a href="mailto:dhs.info@state.mn.us">dhs.info@state.mn.us</a>

<p>Local County Social Service Agency:</p> <p>Adult protection number and contact</p>	<p>Individual telephone number per county:</p>	<p>County contact address</p>
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### Employee Grievances

All employees are encouraged to continuously share ideas and express any concerns they have (issues affecting the persons served, environment, co-workers, supervisor, etc.) in informal discussions with their direct supervisor and during monthly meetings. If the concern involves their direct supervisor, the employee should follow the chain of command and informally bring their concern to the next level of supervision. Each concern will be addressed, and attempts will be made to reach a fair resolution in a reasonable manner.

Should an employee feel an issue or complaint has not or cannot be resolved through informal discussion, they may then file a formal grievance. **To file a formal grievance, the employee should fully complete all applicable sections of the *Employee Grievance Report Form* (available in the office to all employees).** The employee should then submit this form to the individual above, according to the chain of command, with whom they informally address the issue with. For example:

- **Direct Support Professional has an issue to address concerning a co-worker -> informally address it with said co-worker if able. If the DSP feels that they were not adequately able to resolve their issue 1 on 1 with their co-worker -> informally address it with the House Manager.**
- Direct Support Professional has an issue to address -> informally address it with their House Manager (if they are not involved with the issue). If the DSP feels that their House Manager did not work to resolve the issue -> file an official grievance by using the Employee Grievance Report Form to the Program Director.
- Direct Support Professional has an issue to address that they feel they cannot go to their House Manager about -> informally address it with the Program Director. If the DSP feels that the Program Director did not work to resolve the issue -> file an official grievance by using the Employee Grievance Report Form to another member of the Administrative Team (Chief Executive Officer, HR Director, Financial Director, Nurse, Etc.)

Upon receiving a formal grievance, the individual who received the report will begin to examine all aspects of the situation/complaint. This individual may request further information from the employee at this time. The individual will then work to resolve the issue in an appropriate manner. Should the employee feel that their concern is not being adequately addressed/resolved they should edit their grievance to include who they initially reported to and bring the situation to another administrative team member. If the employee feels that the Administrative Team is not working to adequately resolve the issue they may request a meeting with the Owner.