



GRIEVANCE PROCESS

The following process outlines the procedure followed if a staff decision or action is made with which the person served/guardian directly disagrees. Staff are available to assist the person served/guardian throughout this process. Information regarding advocacy groups (MAP, PLUK, etc.) will be offered to the person served/guardian as additional support. The ultimate goal is to achieve resolution regarding the issue of the disagreement.

1. If a treatment decision is made that the person served/guardian disagrees with, or a person served/guardian believes their rights have been violated, staff need to inform the involved party(ies) that they can grieve the action. If the staff action is being grieved, the action cannot be implemented until the grievance is complete.
2. Persons served/guardians are encouraged to first try to find a resolution to the disagreement by sharing their opinion with staff. The issue of dissent must be put into writing and submitted to the appropriate supervisor within ten (10) working days of the action taken. Staff are available to assist the person served/guardian during this process.
3. The supervisor will investigate the response and meet with the concerned party within five (5) working days to discuss the outcome of the investigation. The range of response may vary from supporting the decision made as stands, recommending an alternative solution or overruling the decision completely. The supervisor's decision will be presented to the concerned party in writing at the conclusion of this meeting.
4. If the person served/guardian continues to disagree with the decision or alternatives offered, they can grieve the action, in writing, to the Service Director who has five (5) working days to investigate and respond. Solutions will be offered in a meeting with the party(ies). The Service Director's decision will be presented in writing to the concerned party(ies) at the conclusion of the meeting.
5. If the person served/guardian has not been satisfied, the action can be grieved by submitting a letter to the Chief Executive Officer. The decision made at this level will be submitted in writing and is final.