

ERC Procedure – CONFLICT/GRIEVANCE RESOLUTION




Scope: This procedure applies to all persons served, guardians, parents, and other concerned parties.

Procedures:

1. Intent of this procedure is to resolve complaints and find positive solutions as soon as possible with the grieving parties.
2. To accomplish this, complaining parties will use the following steps;
 - Step 1:** Client shall first discuss their dissatisfaction or grievance with the staff member with whom grievance is against, when possible. Otherwise, move to Step 2.
 - Step 2:** Client or client’s representative shall meet and discuss dissatisfaction or grievance with the Program Manager. If an agreement is not reached, proceed to Step 3.
 - Step 3:** Client or client’s representative shall meet with the Program Director. A written decision will be provided to the client and client’s representative within five (5) working days of this meeting. If an agreement is not reached, proceed to Step 4.
 - Step 4:** Client or client’s representative may forward a written request for a meeting to the Executive Director, or designee within ten (10) working days from meeting date in Step 4. This request for meeting should fully state the facts pertaining to his/her grievance and request a meeting in an attempt to satisfy the grievance at this level. The meeting should take place as promptly as possible, but no later than twenty (20) working days from the Executive Director’s date of receipt of the written request. A written decision will be provided to client and client’s representative. If an agreement is not reached, proceed to Step 5.
 - Step 5:** Client or client’s representative may forward a written request for a meeting to the President of the ERC Board of Directors (BOD) within ten (10) working days from meeting date in Step 5. This request for meeting should fully state the facts pertaining to his/her grievance and request a hearing in an attempt to satisfy the grievance at this level. All written information pertaining to the grievance will be made available to the family. The BOD will listen to the grievance and review all of the written information. A written decision will be provided to client and client’s representative within ten (10) working days of the meeting of the BOD. If an agreement is not reached, proceed to Step 6.
 - Step 6:** If the client or client’s representative wishes to appeal to the licensing agency, they should do so within ten (10) working days of receipt of the written decision from the ERC BOD.

Last Revised: 11/2019

Last Approved: 11/2019

 Signature of Co-Director	<u>11/14/19</u> Date
 Sr. Director of Administration or Asst. Executive Director	<u>11-13-19</u> Date
 Corporate Compliance Officer	<u>11/13/2019</u> Date

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Grievance Checklist

The following checklist must be completed in numerical order with all attached supporting documentation before it is submitted to the next responsible party as outlined in the Grievance Procedures. Attempts to escalate the grievance prior to completion of any preceding steps will result in the redirection of the grievance to the appropriate level.

Steps 1:

Problem has been addressed with staff member with whom grievance is against.

Step 2:

Program Manager: _____ Date: _____

Actions Taken:

Step 3:

Program Director: _____ Date: _____

Actions Taken:

Step 4:

Executive Director, or designee: _____ Date: _____

Actions Taken:

Step 5:

President of Board of Directors: _____ Date: _____

Actions Taken:

Grievance Worksheet

For use by Clients, Family Members, and Advocates

Name: _____

Date: _____

Brief description of grievance:

Individuals previously involved and efforts to date to resolve this grievance:

Brief statement describing your ideal outcome:

Signature: _____

Date: _____

Signature: _____

Date: _____

Signature: _____

Date: _____

Signature: _____

Date: _____