

### ***Procedure SPC.03.2 Right to Voice Complaints & Grievances***

Original approval date: 12.2008

Revision/Review Dates: 5.2010; 10.2014; 2.2017; 4.2017

MYEP views complaints and grievances as an opportunity to learn and improve for the future. Every person served, their legal guardians and/or family members have the right to voice their complaints and grievances.

Each person served and legal guardian will receive a copy of this procedure when services commence and annually thereafter, and will indicate by their signature(s) that they have received and understand this procedure.

This procedure is intended to:

- Define complaint vs. grievance
- Provide a fair complaints, grievance and appeals procedure which is clear and easy to use for anyone wishing to make a complaint or file a formal grievance
- Publicize the existence of our complaints and grievance procedures so that people know how to contact us to make a complaint or grievance
- Make sure everyone within MYEP knows what to do if a complaint or grievance is received
- Make sure all complaints and/or grievances are investigated fairly and in a timely manner
- Make sure complaints are, wherever possible, resolved and that relationships are repaired
- Gather information which helps us improve what we do

There are two primary matters which are addressed within this procedure:

1. **Complaints (informal process):** A complaint is defined as an expression of dissatisfaction with services received where a person served, their legal guardian, a family member, or another interested party wants to bring the matter to the attention of MYEP staff or supervisory personnel in an effort to resolve the matter. A complaint may be received verbally, by phone, by e-mail or in writing.
2. **Grievance (formal process):** A grievance is defined as a formal process that can be utilized if 1) a complaint has not been resolved or 2) an incident or infraction is of such significance that the complaint process is forgone. A grievance may only be received in writing.

#### ***Complaint, Grievance, and Appeals Process:***

MYEP recognizes that concerns and/or dissatisfaction may arise from a person served, their legal guardian, a family member, or another interested party. MYEP believes that open communication about concerns is essential in the improvement of the rendering of services and that all persons served have the right to voice their concerns through the complaint and grievance process without fear of retaliation or 'get backs'. MYEP will not allow retaliation. Below is the outline for the MYEP complaint, grievance, and appeals process.

1. *Complaint Process:*  
Person Expressing Complaint:

## MYEP Policy Manual – Service Planning and Coordination Section

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If a person served, their legal guardian, a family member, or another interested party has a concern, or are dissatisfied with situation, action, employee, etc., the person(s) expressing the complaint are encouraged to follow the below steps:

- Step #1: If a person has a concern or complaint, they are encouraged to speak directly to their staff member who is present or who they have the concern with
- Step #2: If a person does not feel comfortable speaking with their staff member, or the person directly, or if they feel that their concern has not been addressed in a manner in which they feel is satisfactory, they can speak with the supervisor of the program.
- Step #3: If the person is not satisfied after speaking with the supervisor of the house, they can speak with the Service Coordinator
- Step #4: If the person is not satisfied after speaking with the Service Coordinator, they can speak to the Program Director or another member of Sr. Leadership

### MYEP Process for Receiving and Responding to a Complaint:

Any MYEP employee who receives a complaint should take the following steps:

- Step #1: Listen to the complaint. Ask questions if clarification is needed.
- Step #2: The person receiving the complaint should attempt to resolve the complaint within the employee's authority to do so
- Step#2: Gather more information, if needed. This can be done by asking/interviewing others, observations, reviewing of written information such as Progress Notes, staff communication logs, etc.
- Step #3: Notify the supervisor of the complaint, if needed
- Step #4: Attempt to come to a mutual resolution/solution for the complaint
- Step #5: Document the complaint and resolution

## 2. *Grievance Process:*

### Person Filing Grievance:

A formal grievance, as defined above, may be filed by a person served, legal guardian and/or family member. The process for filing a formal grievance is as follows:

- Step #1: The person wishing to file a formal grievance must complete the Grievance Form. The form may be requested from an MYEP employee or can be located on the MYEP website: [www.myep.us](http://www.myep.us)
- Step #2: The completed Grievance Form will be forwarded to the MYEP Executive Committee of the Board of Directors. The form may be e-mailed or mailed.

e-mail: [grievances@myep.us](mailto:grievances@myep.us)

mail: MYEP  
c/o Grievances  
407 Highland Court  
Iowa City, IA 52240

- The person filing the Grievance is encouraged to keep a copy of the completed grievance form for their own personal records
- Please note that an anonymous grievance must be filed by accessing the grievance form through the agency website at [www.myep.us](http://www.myep.us).

### MYEP Process for Receiving and Responding to a Formal Grievance:

The MYEP Executive Committee of the Board of Directors is responsible for receiving and responding to formal grievances. The process for responding to a formal grievance is as follows:

- Step #1: The MYEP Executive Committee will review the grievance within 10 business days
- Step #2: The MYEP Executive Committee will respond to the person filing the grievance to notify them that the grievance has been received and will speak with the person to clarify and ask questions regarding information that is outlined within the grievance.
- Step #3: The MYEP Executive Committee will meet to discuss the grievance and determine steps needed to gather all information (i.e. meeting with involved MYEP employees, meeting with involved people served through MYEP, etc.)
- Step #4: The MYEP Executive Committee will review all facts and make a decision on a resolution and/or response to the formal grievance
- Step #5: The MYEP Executive Committee will provide the person with a written response to their grievance within 15 working days of the initial filing of the grievance
- Step #6: A formal grievance will be considered resolved if the person filing the grievance does not contact the MYEP Executive committee within 10 days to notify them of their dissatisfaction of the decision.
- Step #6: The original grievance will be kept in a centralized location. A copy of the grievance will be kept in the person's main file.
- For anonymous grievances the same process will be followed with the exception of notification of the party that filed the grievance.

### 3. *Appeals Process:*

MYEP understands that all resolutions and responses to a formal grievance may not be agreed upon by all parties. A person filing a formal grievance does have the right to appeal any decisions made pertaining to the grievance in which they feel the decision does not resolve the issue outlined within the formal grievance. All appeals must be in writing and submitted to the MYEP Executive Committee of the Board of Directors. The MYEP Executive Committee will review and respond to the appeal within 5 business day of receiving the appeal.

## Complaints Process

Original approval date: 3.2009

Revision/Review Dates: 6.2009; 8.2009; 11.2011; 10.2014; 2.2017; 4.2017

A person served, legal guardian, and/or a family member has the right to voice concerns and recommend changes in policies/procedures and services to the staff of MYEP. A person served, legal guardian, and/or family member have the right to voice concerns without fear of retaliation or ‘get backs’. MYEP will not allow retaliation.

- I. When I have a concern about these areas, I should first talk directly to my staff. If I am not comfortable with this, or if I don't feel like this is working, I can talk to:

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Name	Title	Phone Number
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- II. If I am not satisfied after talking to that person, I can talk to:

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Name	Title	Phone Number
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- III. If I am not satisfied after talk to that person, I can talk to the Program Director:

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Program Director	Phone Number
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If I am still not satisfied, or believe that the concern is of such great magnitude, I can use the Grievance Form. It is okay for me to file a formal grievance at any time. After I fill out the Grievance Form, I turn it in to the MYEP Board of Directors Executive Committee.

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Signature of Service Recipient

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Date

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Signature of Legal Representative

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Date

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Relationship to Person Served

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Date

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MYEP Representative



