



CLIENT GRIEVANCE POLICY

Date Approved: 11/26/12

Date Reviewed: 11/20/13

Date Revised: 11/20/13, 1/15/2016, 6/20/2016

I. Policy:

It is the policy of People Incorporated to ensure that people served by its programs have the right to respectful and responsive services. We are committed to providing a clear grievance process for the people served in our programs and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

II. Procedures:

A. Service Initiation

A person receiving services (and their case manager if the program is a 245D service) will be notified of this policy and provided a copy, along with a Resident Bill of Rights if applicable, within five working days of service initiation.

B. How to File a Grievance

1. The person receiving services or person's authorized or legal representative:
 - a. should talk to a staff person that they feel comfortable with about their grievance or problem;
 - b. clearly inform the staff person that they are filing a formal grievance and not just an informal complaint or problem; and
 - c. may request staff assistance in filing a grievance.
2. If the person or person's authorized or legal representative does not believe that their grievance has been resolved at the program management level they may bring the grievance to the highest level of authority in this program.
 - That person is the Division Director
 - They may be reached at 651-774-0011 and asking for the Division Director; 2060 Centre Pointe Blvd, Ste #3, St. Paul, MN 55120
 - The person, or their authorized or legal representative, may also contact the Director of Quality Assurance at the phone number and address noted above.

C. Response by the Program

1. Upon request, staff will provide assistance with the grievance process to the service recipient and their authorized representative. This assistance will include:
 - a. the name, address, and telephone number of outside agencies to assist the person; and
 - b. responding to the grievance in such a manner that the service recipient or authorized representative's concerns are resolved.
2. This program will respond promptly to grievances that affect the health and safety of service recipients.
3. The Huss Center For Recovery program will implement MN Rules, part 9530.6470, subpart 2, item c by responding to a client's grievance within three days of a staff member's receipt of a grievance.
4. All other grievances will be responded to in writing within 14 calendar days of the receipt of the grievance.
5. All grievances will be resolved within 30 calendar days of the receipt.
6. If the grievance is not resolved within 30 calendar days, this program will document the reason for the delay and a plan for resolution.
7. Once a grievance is received, the program is required to complete a grievance review (required for 245d programs-recommended for all others). The grievance review will include an evaluation of whether:
 - a. related policy and procedures were followed;
 - b. related policy and procedures were adequate;
 - c. there is a need for additional staff training;
 - d. the grievance is similar to past grievances with the persons, staff, or services involved; and
 - e. there is a need for corrective action by the license holder to protect the health and safety of persons receiving services.
8. Based on this review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the license holder, if any.
9. The program will provide a written summary of the grievance and a notice of the grievance resolution to the person, and case manager if the program is a 245d service, that:
 - a. identifies the nature of the grievance and the date it was received;
 - b. includes the results of the grievance review; and
 - c. Identifies the grievance resolution, including any corrective action.
 - d. The grievance summary and resolution notice must be maintained in the person's record.
10. People Incorporated will not retaliate in any way due to the grievance.

If unresolved at Step 5, the client can use the external grievance system:

1. **Office of Health Facility Grievances**
85 E 7th Place, Suite 220
St. Paul, MN 55101

Phone: 651-201-4201
Fax: 651-281-9796

2. **Division of Licensing**
444 Lafayette Road
PO Box 64242
St. Paul, MN 55164-0242
Phone: 651-431-6500
Fax: 651-431-7673
3. **Department of Human Rights**
Freeman Building
625 Robert Street N
St. Paul, MN 55155
Phone: 651-539-1100
4. **Mental Health Association of MN**
475 Cleveland Avenue N, Suite 222
St. Paul, MN 55104
Phone: 651-493-6634
5. **Office of the Ombudsman for Mental Health
and Developmental Disabilities**
121 7th Place E, Suite 420
Saint Paul, MN 55101
Phone: 651-757-1800
6. **Saint Paul Department of Human Rights**
15 W Kellogg Blvd
City Hall 240
Saint Paul, MN 55102
Phone: 651-266-8966
7. **Minneapolis Department of Civil Rights**
350 South 5th Street, Room 239
Minneapolis, MN 55415
Phone: 612-673-3012
8. **Minnesota Board of Behavioral Health
and Therapy**
2829 University Ave. SE
Suite #210
Minneapolis, MN 55414
Phone: 612-548-2177

Legal Authority: Minn. Stat. § [245D.10](#), subd. 2 and 4