



Policy Title: Grievance	Effective Date	1-1-14
	Revision Date	
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	Approval	TH
	File	Policies

I. Purpose

PAI encourages all people to try and resolve their problems with mutual respect and goodwill. In so doing, PAI encourages individuals and their authorized representatives to first attempt resolution with the PAI employee who serves as the primary day to day contact. If the concern continues to be unresolved, the following policy provides a process for formal grievances to be addressed.

II. Revision History

Date	Rev. No.	Change	Reference Section(s)

III. Persons Affected

Persons requesting admittance and persons currently enrolled

IV. Persons Responsible

All employees of PAI

V. Definitions

- Grievance** a complaint about the quality of the care a person received or relating to staff or PAI treating a person inappropriately
- PAI Grievance Review Committee** This committee comprised of internal staff and administrative personnel not affiliated with the complaint.

VI. Policy

- A. Prior to service initiation, individuals in services and their case managers will be provided access to and informed of this policy during PAI's intake process.
- B. If a complaint or concern fails to be resolved successfully, the person receiving services or their legal representative can pursue resolution by:
 - 1. Contacting a PAI staff they are comfortable with and discussing the nature of the complaint or problem. In addition telling them the reason for their dissatisfaction with the status of the complaint.

2. The person or their legal representative must include details of why they feel it has not been resolved to their satisfaction;
- C. If giving notice of a desire to file a formal grievance, that intent must be clearly stated to the staff, i.e., they are not just relaying an informal complaint or problem.
 1. Complaints regarding services may be provided directly to the staff, by telephone or optimally in writing.
 2. If the complainant needs help bringing the grievance, they may request assistance from the staff.
 3. Upon receiving the request staff will:
 - a. Provide an explanation of PAI's grievance process.
 - b. Provide assistance by helping the person or representative clarify the reason for the grievance.
 - c. Document and review the grievance with the complainant to assure accuracy.
 - d. Assure that notice of the proposed grievance is forwarded to PAI's Grievance Review Committee as soon as possible.
 - e. Inform the person where to find the names, addresses, and telephone numbers of outside agencies available to provide assistance in getting their concern resolved.
- D. Grievances may be forwarded to the person's Primary Designate, Program Director, PAI's Vice President of Operations or the President.
 1. Contact information is available on the PAI web page: <http://www.paimn.org/> and in the PAI handbook.
- E. PAI will promptly respond to all complaints affecting a person's health and safety
- F. Time lines for grievance resolution
 1. PAI will provide an initial response within 14 calendar days after receiving formal notification of a grievance.
 2. PAI will seek to resolve the grievance within 30 days of the formal notification.
 3. In the event the complaint can not be resolved, the Grievance Review Committee will document the reason for the delay and provide a plan for amelioration that includes:
 - a. A re-examination of the complaint evaluating:
 - i. Whether related policies and procedures were followed and adequate;
 - ii. If additional staff training is necessary
 - iii. If the complaint is similar to past complaints with the persons, staff, or services involved
 - b. The Grievance Review Committee will determine whether there is a need for corrective action to protect the health and safety of persons receiving services
 - i. If determined necessary, a corrective action plan will be developed to:

- i. correct any lapses identified
 - ii. prevent future lapses in performance by staff or PAI.
- b. A written summary of the complaint and the final complaint resolution will be provided to the person and case manager that:
 - i. identifies the nature of the complaint and the date it was received;
 - ii. includes the results of the complaint review
 - iii. reviews the outcome of the complaint, the proposed resolution, including any corrective action that may have been found necessary.
- c. A summary of the complaint and resolution notice will be maintained in the person's case file record.

VII. Forms

Initial grievance response

Unresolved Grievance - Rational & Plan

Grievance Follow up Report & Summary