

Independent Haven

Client Grievance

Accountability: All Staff

Document No. 640.00

Reference: MN Stat. 245D.10 subd.2.

Policy:

It is Independent Haven's policy that all clients will be informed of their rights and encouraged to exercise them to the fullest extent

Procedure:

- A. Prior to service initiation, clients and legal guardians will receive a written copy of Independent Haven's process for receiving and resolving grievances. Clients who have a grievance about any aspect of their service delivery or relationship with Independent Haven are encouraged to present the grievance and seek resolution. This written statement is found in the Client Services Handbook.
- B. Grievances process:
 - a. Grievances should first be brought to the attention of the Residential Supervisor of the service site. The Residential Supervisor will review the grievance and a response will be given to the client in a timely manner (within 14 calendar days but more promptly if the grievance relates to health or safety). If additional time is needed to research the grievance and answer all questions the client will be informed of the anticipated time line. If the Residential Supervisor is the source of the grievance, the Residential Supervisor's supervisor will review the grievance.
 - b. If the grievance is not resolved to the satisfaction of the client, or there is no response within 5 business days of receipt, the grievance should be forwarded to the Program Manager at the following location:

Independent Haven, Inc.
Attention: Program Manager
7022 Brooklyn Blvd
Brooklyn Center, MN 55429
763-999-7799
 - c. To assure that a grievance will be understood completely and resolved in a timely manner, it should be written. Inclusions of a return address and phone number is required for notification of findings and solutions.
 - d. Upon request, staff will provide assistance with the grievance process to the client and their legal representative. This assistance will include:
 - i. The name, address and telephone number of outside agencies to assist the person
 - e. All grievances will be resolved within 30 calendar days of the receipt.
 - f. If the grievance cannot be resolved within 30 calendar days, Independent Haven will document the reason for the delay and a plan for resolution.

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- g. Once a grievance is received, Independent Haven is required to complete a grievance review. The grievance review will include an evaluation of whether:
 - i. Related policies and procedures were followed;
 - ii. Related policies and procedures were adequate;
 - iii. There is a need for additional staff training;
 - iv. The grievance is a pattern with similar clients, staff, or services involved; and
 - v. There is a need for corrective action by Independent Haven to protect the health and safety of clients.
- h. Based on the review of the grievance, Independent Haven must develop, document and implement a corrective action plan designed to correct concerns warranting the grievance.
- i. Independent Haven will provide a written summary of the grievance and a notice of the grievance resolution to the client, legal guardian, and the case manager that:
 - i. Identifies the nature of the grievance and the date it was received
 - ii. Includes the results of the grievance review
 - iii. Identifies the grievance resolution and any correction action
- j. The grievance summary and resolution will be kept in RS office and will be filed in client's permanent record annually. The record must be uniform and legible.