*Administration*

**Grievance Procedure**

It is the policy of Behavior Intervention Services that consumers or others who voice concerns, complaints, or grievances have the right, within a responsible period of time, to file a grievance to be heard by impartial agency staff members. Grievers shall be provided with assistance in every phase of the process including the filing, investigations and presentation of the grievance. The agency will provide written response to a grievance within ten working days from the date a grievance is filed. If additional time is needed due to extenuating circumstances, the consumer will be given written notification. Grievers may also contact outside entities, in which case the agency will provide pertinent information to that entity regarding that incident or situation. Information will be provided to outside entities at the consumer’s request but only after written permission is given by the consumer in the form of a signed release of information form.

**PROCEDURES FOR FILING A GRIEVANCE**

1. When a person expresses a concern, complaint, or grievance regarding past and/or present services of Behavior Intervention Services, he/she will be advised by any agency staff member of the right to file a grievance and given the name and hours of availability of the agency’s Consumer Rights Officer. The Consumer Rights Officer is Kimberly Forsythe. An alternative agency representative, Kimberly Salls, will be contacted if the Consumer Rights Officer is the subject of the grievance or is unavailable. All efforts will be made for the grievant to meet with the Consumer Rights Officer immediately. The Consumer Rights Officer will generally be available from 8:00 to 6:00 p.m., Monday through Friday at 314-395-9375

2. The Consumer Rights Officer will explain the grievance procedure from filing to finishing resolution and discuss the person’s concerns.

3. Should the person decide to file a grievance, the Consumer Rights Officer will assist the consumer or person authorized by the consumer in completing a consumer grievance form, if needed. All written grievances must be dated and signed by the consumer or the individual filing on the consumers behalf and must include the date, time, description and names of individuals involved in the incident/situation being grieved. All grievances will be turned into the Consumer Rights Officer.

4. At any time a consumer or representative can file a grievance with any outside organizations, including but not limited to:

Saint Louis Regional Office

Missouri Protection & Advocacy Services

925 South Country Club Drive

Jefferson City, MO 65109

573-893-3333

MOFEAT

800 Maryville Centre Drive

Suite 204

Chesterfield, MO 63017

314-275-8880

5. Upon receiving a consumer grievance form, the relevant information will be logged in a grievance log by the Consumer Rights Officer. The Consumer Rights Officer will investigate the complaint, gather facts, and speak with all parties involved within three working days.

a. The written acknowledgement of receipt of the grievance shall contain:

i. Date grievance was received

ii. Summary of grievance

iii. Overview of the grievance investigation process

iv. Timetable for completion of investigation and notification of resolution.

v. Treatment provider contact name, address, and telephone number.

6. The consumer or an authorized representative has the right to make a personal presentation regarding his/her complaint. Behavior Intervention Services will provide an agency representative for the grievant at an agency hearing on the grievance if desired and requested by the grievant.

7. The Consumers Right Officer, HR Director or the Executive Director, will prepare and submit a written response to the grievance within ten working days of the filing of the grievance. A written statement of resolution will be given to the consumer or grievant.

8. A consumer has the right to represent him/herself in the grievance procedure or to designate a representative to be involved in the process. If a representative for the consumer is to be involved, a release of information form will need to be signed by the consumer giving the agency permission to discuss relevant concerns with this party.

9. Provisions will be made for grievant to have prompt access to the Consumer Rights Officer. All efforts will be made to relieve the Consumers Rights Officer or Alternate of current duties in order to facilitate prompt attention to the grievant and grievance procedure. Staff members will be informed of their responsibility to notify potential grievant of the right to file a grievance, and the name and hours of availability of the Consumer Rights Officer. The Consumer Rights Officer will have the responsibility of ensuring that Behavior Intervention Services, LLC remains in compliance with the grievance procedure.

10. The Consumer Rights Officer will keep a written record of all grievances received, this record will include a copy of the grievance, documentation reflecting process used and resolution/remedy of the grievance.  In addition, if applicable documentation of extenuating circumstances for extending the time period for resolving the grievance beyond twenty one calendar days. This record will be kept in a grievance log.*.* Any staff member receiving and/or addressing a complaint will provide the necessary documentation requested on the log and when appropriate, refer the person to a more appropriate resource. The grievance log will be kept in a locked filing cabinet accessible to all agency staff. Periodically, the Consumer Rights Officer will review the grievance log for informational purposes that may be used in enhancing agency services.  All grievances will be kept on file for a minimum of two years for that date of resolution.