

Resolution of Client Grievances Policy and Procedures
Axis Alternatives 245D BSS
Course AA 3147

Policy

It is the policy of Axis Alternatives, Inc. to ensure that people served by Axis Alternatives, Inc. have the right to respectful and responsive services. We are committed to providing a simple complaint 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.

Procedures

Service Initiation

A person receiving services, their legal representative and their case manager will be notified of this policy, and provided a copy, within five working days of service initiation.

How to File a Grievance

The person receiving services or person's authorized or legal representative:

- Should talk to the Axis Coordinator or Supervisor of the program about their complaint or problem;
- Clearly inform the Coordinator or Supervisor that they are filing a formal grievance and not just an informal complaint or problem, and;
- May request staff assistance in filing a grievance.

If the person or person's authorized or legal representative does not believe that their grievance has been resolved, they may bring the complaint to the Director of Program Services for this program.

That person is Linda Hughes, Director of Program Services - Axis Alternatives, Inc.

Linda Hughes may be reached at: Axis Alternatives, Inc., 2345 Rice St., Suite 112, Roseville,, MN 55113. Her phone number is 651 - 357-1108.

Response by Axis Alternatives, Inc.

Upon request, the staff person who received the initial report of a complaint will provide assistance with the complaint process to the service recipient and their authorized representative. This assistance will include the name, address, and telephone number of outside agencies to assist the person, responding to the complaint in such a manner that the service recipient or authorized representative's concerns are resolved.

Office of Health Facility Complaints P.O. Box 64970 St. Paul, MN 55164-0970 Phone: (651) 201-4201 National, Toll Free 1-800-369-7994

The Office of Ombudsman for Mental Health and Developmental Disabilities 121 7th Place East Suite 420 Metro Square Building St. Paul, Minnesota 55101-2117
651-757-1800 or 1-800-657-3506

Axis Alternatives, Inc. will respond promptly to grievances that affect the health and safety of service recipients.

All other complaints will be responded to within 14 calendar days of the receipt of the complaint.

All complaints will be resolved within 30 calendar days of the receipt.

If the complaint is not resolved within 30 calendar days, Axis Alternatives, Inc. will document the reason for the delay and a plan for resolution.

Once a complaint is received, Axis Alternatives, Inc will complete a complaint review. The complaint review will include an evaluation of whether:

- Related policy and procedures were followed;
- Related policy and procedures were adequate;
- There is a need for additional staff training;
- The complaint is similar to past complaints with the persons, staff, or services involved, and;
- There is a need for corrective action by Axis Alternatives, Inc. to protect the health and safety of persons receiving services.

Based on this review, Axis Alternatives, Inc. will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or Axis, if any.

Axis Alternatives, Inc. will provide a written summary of the complaint and a notice of the complaint resolution to the person, their legal representative and case manager that:

- identifies the nature of the complaint and the date it was received;
- includes the results of the complaint review, and;
- identifies the complaint resolution, including any corrective action.

The complaint summary and resolution notice will be maintained in the person's record.