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Ryan White HIV/AIDS Program (RWHAP) Statewide Grievance Policy

BACKGROUND:

Clients receiving Indiana Department of Health's HIV Service Program-funded services have the right to register formal complaints regarding the HIV Services Program or services funded by the HIV Services Program and will not be denied these services based upon such complaints. The scope of this policy is directly applicable to all clients receiving services from the HIV Services Program or receiving services funded by the HIV Services Program. These services, being delivered through an agency, includes all clients engaged with HIV Services and clients of any other services or activities funded by the HIV Services Program in Indiana.

Every agency funded by the HIV Services Program must have a written procedure outlining how to manage client grievances and complaints, including who is involved at each level of review. The agency's procedure will reference this HIV Services Program Statewide Grievance Policy.

POLICY:

The HIV Services Program Statewide Grievance Policy is intended to address issues occurring within all agencies receiving funds from the HIV Services Program or occurring when services are directly delivered by the HIV Services Program. These issues may include perceived violations of the agency's (or the HIV Services Program's) established policies, breaches of confidentiality, or concerns about the quality of services being provided to the specific client registering the grievance. The agency (or the HIV Services Program) is not expected to address complaints lodged by one client in reference to another client's issues; neither is it expected to address complaints regarding other agencies or external programs. Please follow up with any funded Service Providers prior to sending any grievance to IDOH.

Agencies must establish a grievance liaison to review the submitted grievances. The agency (or the HIV Services Program) must ensure that the client can expect services to continue without disruption, and without a reduction in frequency or quality, during and after the grievance process.

Grievances that are unable to be resolved at the agency's highest level of review may be referred to the Indiana Department of Health's HIV Services Program, HIV Supportive Services Program Manager. Further, the client must be assured that if, at any point in the process, the issue concerns parties that are normally expected to review client grievances, the agency shall proceed to the next highest level of review.

To **promote**, **protect**, and **improve** the health and safety of all Hoosiers.