

## **POLICY**

It is the obligation of each staff member to provide fair and appropriate services and to include consumers in planning and decision making. Consumers have the right to appeal decisions and/or treatment, which they feel, is not fair or appropriate. If consumers choose to file a grievance, they are assured that no adverse repercussions, including retaliation or barrier to services, will occur to them in any future interaction with Easterseals Crossroads. The following grievance procedure may be used when a consumer has a problem concerning their services or with a staff member they can utilize.

## **PROCEDURES**

1. The consumer should talk to their direct service provider and together make every attempt to correct any miscommunications and to solve the problem.
2. If a consumer still has the problem after talking to their direct service provider, they can then request an appointment for the two of them to meet with the direct service provider's supervisor to attempt to solve the problem.
3. If, after this meeting, the consumer continues to have the problem, they can request a meeting with representatives of the division management team to develop a solution that best addresses the majority of considerations involved. The consumer will be given a written copy of the solution.
4. The consumer has the right to ask any advocate of their choice to attend any of these meetings with them. Meetings to discuss the grievance will be scheduled within 3 business days of their request.
5. At any time, the consumer may seek the involvement of the President/CEO of Easterseals Crossroads and/or the Chairperson of the Board of Directors. They may contact these officials through the Executive Office at ESC.
6. If the consumer remains dissatisfied with the solution provided, they have the right to request a formal review of their situation by the Utilization Review (UR) Committee. With the exception of emergency situations, meetings of the UR committee may take up to 10 business days to arrange.
7. If the consumer remains dissatisfied with the solution provided, they have the right to engage an external resource such as Indiana Disability Rights.