

**HAMILTON CENTER, INC.
OPERATIONS MANUAL**

Section: **CONSUMER & FAMILY**

Policy No.: OP.09.04.00.00

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Policy: **CONSUMER COMPLAINTS**

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PURPOSE

To provide a process for prompt resolution of grievances by individuals concerning their care, treatment, services or privacy while receiving services at Hamilton Center, Inc. (HCI).

POLICY

HCI will have a grievance process in order for the consumer, parent/guardian, health care representative or authorized representative to voice concerns, complaints, grievances and/or misunderstandings. HCI will have a method to address questions and concerns as well as a process to resolve formal grievances while serving the best interest of service recipients and HCI. At any time a consumer with third party insurance may notify his/her insurance carrier regarding any concerns related to treatment or services.

POLICY COMPONENTS

- A. A consumer is encouraged to address questions and concerns with the appropriate staff person or the program manager/supervisor to resolve perceived problems and disagreements quickly and at the lowest possible level through discussion and mutual understanding. If an issue cannot be resolved by the program manager/supervisor, then the concern will be considered a formal grievance and the formal written grievance process will be followed.
- B. HCI's formal grievance procedures will be implemented to address unresolved complaints from the program manager level and cases involving major policy issues. In such cases, the Continuous Quality Improvement (CQI) office will provide assistance and include other departments as indicated to facilitate the investigation and resolution of issues.
- C. In the formal grievance process, the complaint will first be addressed by the program manager/supervisor then subsequently up the chain of command to the Division Director and the Executive Director successively for investigation and resolution, if necessary. The CQI office will assist through consultation and applying HCI policy related to the complaint until the issue is resolved.
- D. HCI Staff will use the HCI Consumer Complaint/Grievance Receipt and Response

Record form to document formal grievances received and the disposition of each by outlining the steps taken by staff to investigate the grievance, the results of the grievance process and the date of resolution.

- E. Final disposition of a grievance and written notice of decisions will be made within 40 working days from the date the complaint is received.
- F. Periodically, the Continuous Quality Improvement Office will review consumer complaints received and assess for undesirable patterns or trends.