

## Little City Foundation Policies & Procedures

Subject:					Policy #
				E PROCEDURE	PADM 28
Approved:	Sham E	James	<b>Issued:</b> 03/15	Revised:	<b>Page:</b> 1 of 3
	0	$0^{-1}$	03/13		1 01 5
guardians to st	ate their gr	ievances, ap	peal decisions of	edure for Little City service recipients ar submit complaints. This policy also	
provides a tim to appeal as de		ittle City Fo	undation staff to	respond and to provide formal procedu	ires
<b>SCOPE</b> This policy app	plies to all i	ndividuals r	eceiving services	from Little City and their guardians.	
grievance they communicatio	should be n and coop	encouraged eration. If a	to make every et a resolution cann	er an individual or guardian presents a ffort to resolve the issue informally throu not be obtained, the individual or guardia ce procedure outlined below.	
from acts of has service provisio	rassment an	nd retaliation ercising the	h by any other pa right to file a g	, or submit complaints has the right to be rty and will not experience an interruptic rievance, appeal or a complaint. Little s as outlined in this procedure.	on in
Little City Fou frame, and wil		1	0	complaints, or appeals in an appropriate	time
This policy wil annually with t				f intake into the program and reviewed	
<b>PROCEDUR</b> No grievances action or decis	being prese	ented or app	bealed will be rev	riewed by anyone directly involved in the	e
	e individual	's choice wi		evance and no guardian is available to ass ing the grievance for either internal or	sist,
The case m must be app response wi	anager will proved by t ill be provid	review and the supervise led to the co	investigate the gr	case manager or any similarly titled positi rievance and draft a written response wh given to the complainant. A written n ten working days. NOTE: If the case o number 2.	iich
2. If a satisfact	tory resolut	ion is not ac	hieved, the com	plainant can submit a written grievance to	o the



Director within ten working days following the receipt of the original response. The Director will schedule a meeting within two days with the individual(s) who filed a grievance and will attempt to resolve the situation through discussion and document in writing the process and results. All parties involved will sign off on the documentation and receive copies for their record. NOTE: If the Director is part of the grievance proceed to number 3.

- 3. If the complainant is not satisfied with the determination, he or she can submit the grievance in writing to the Chief Program Officer within ten working days following receipt of the response from the Director. The Chief Program Officer will conduct an objective thorough review and investigations of the grievance and provide a written response to the complainant within ten working days.
- 4. If extenuating circumstances exist which require additional time for resolution, an interim report will be submitted to the grieving party and carbon copied to any external parties that may be informed of the issue at the 10-day point. The interim report shall include the reason for the delay and an estimated date of completion of the investigation and response.
- 5. If the complainant is not satisfied with the determination, he or she can submit the grievance in writing to the Executive Director. The Executive Director will conduct an objective thorough review and investigation of the grievance and provide a written response to the complainant within ten working days. The Executive Director's decision regarding the grievance shall constitute a final administrative decision and shall be subject to review in accordance with the Administrative Review law (111. Rev. stat. 1987, ch. 110, per. 3-10, etc. seq. Dept. Mental Health).
- 6. If the complainant is not satisfied with the Executive Director's decision, certain decisions may be eligible for grievance from outside licensing entities such as DCFS and DHS (denial, reduction, suspension, termination of services). Refer to the Client's Rights policy distributed upon intake and annually for the contact information regarding DHS, and the Foster Parent Handbook available at the DCFS website for specific guidelines and directions for which issues may be appealed through DCFS.

The complainant has the right to be free from acts of harassment and retaliation by any other party when exercising the right to file a grievance, appeal a decision or submit a complaint.

Individuals, guardians and advocates may also file grievances with the agency's Human Rights Committee for violation of individual's rights or right's restrictions. Any grievance regarding a rights issue should be addressed to Little City Foundation Human Rights Committee 1760 W. Algonquin Rd., Palatine, IL 60067

A separate grievance procedure applies for issues pertaining to accessibility to, confidentiality of, and disclosure of an individual's personal healthcare information. Any concerns regarding accessibility to or disclosure or confidentiality of personal health care information should be addressed in writing to the LCF HIPAA Privacy office at 1760 W. Algonquin Rd., Palatine, IL 60067.

## Foster Care/Adoption Only:

Individuals receiving Foster Care Services have a specific form which has been provided at initial licensure, upon the placement of a child, and annually via issuance of the foster parent policy guide. The form is also posted on-



Little City line. The individual will notify, in writing, the Social Work Supervisor of the wish to file a grievance, appeal or complaint.

S:\Little City Policies\FY 18\Program Adminstration-PADM\PADM 28 Grievances.doc