



Little City Foundation

Policies & Procedures

Subject: PROGRAM ADMINISTRATION-GRIEVANCE PROCEDURE	Policy # PADM 28
Approved:	Page: 1 of 3
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PURPOSE

The purpose of this policy is to provide a formal procedure for Little City service recipients and guardians to state their grievances, appeal decisions or submit complaints. This policy also provides a time line for Little City Foundation staff to respond and to provide formal procedures to appeal as desired.

03/18

SCOPE

This policy applies to all individuals receiving services from Little City and their guardians.

POLICY

It is the policy of Little City Foundation that whenever an individual or guardian presents a grievance they should be encouraged to make every effort to resolve the issue informally through communication and cooperation. If a resolution cannot be obtained, the individual or guardian has the right to pursue the matter through the grievance procedure outlined below.

Any individual who files a grievance, appeals a decision, or submit complaints has the right to be free from acts of harassment and retaliation by any other party and will not experience an interruption in service provision when exercising the right to file a grievance, appeal or a complaint. Little City Foundation will respond to all grievances or complaints as outlined in this procedure.

Little City Foundation will respond to all grievances, complaints, or appeals in an appropriate time frame, and will keep a log of all such complaints.

This policy will be shared with all parties at the time of intake into the program and reviewed annually with the review of the Client Rights Policy.

PROCEDURE

No grievances being presented or appealed will be reviewed by anyone directly involved in the action or decision.

If the individual is incapable of filing his/her own grievance and no guardian is available to assist, a person of the individual's choice will assist in preparing the grievance for either internal or external (state level) filing.

1. The grievance shall be presented in writing to the case manager or any similarly titled position. The case manager will review and investigate the grievance and draft a written response which must be approved by the supervisor prior to being given to the complainant. A written response will be provided to the complainant within ten working days. NOTE: If the case manager is part of the grievance proceed directly to number 2.

2. If a satisfactory resolution is not achieved, the complainant can submit a written grievance to 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-



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