

Transformation Center Policy and Procedure	
<b>Policy:</b> Complaint and Grievance Process	<b>Number:</b> A -10
<b>Approval Authority:</b> Board of Directors	<b>Accreditation Standards:</b> CARF 1.k.3.a
<b>Original Date:</b> October 18, 2017	
<b>Last Review Date:</b> New	<b>Page 1 of 3</b>

**Policy:**

Transformation Center and Central Mass RLC will provide and adhere to a procedure for receiving, responding to, and resolving grievances/complaints and concerns of peers or their representatives.

- A. Peers may use the grievance procedure as a formal means to voice possible violations of rights.
- B. The grievance procedure is a means for inquiring into the issue raised by the peer or peer representatives, looking at the issue from the peer’s perspective as well as that of staff members, and identifying actions to be taken to resolve and/or prevent recurrence.
- C. No person shall be punished or retaliated against for filing a grievance or using the grievance procedure.
- D. Use of the grievance procedure does not limit the right of a peer to seek remedy for a complaint in the legal system.
- E. Peers and peer representatives will be provided with information regarding advocacy organizations that may assist them with grievances.
- F. Peers have the expressed right to bypass this entire grievance procedure and contact other advocacy agencies at any time.

**Purpose:**

To establish a process whereby peers or their authorized representatives may have their grievances and complaints resolved in a prompt, reasonable and consistent manner. Also, to provide a mechanism by which the Organization may investigate and rectify peer rights violations.

**Key Terminology:**

N/A

**Standards:**

It is the intent of the Organization to provide services in an equitable manner and with full respect of all due rights of its service recipients. There may be times, however, when a peer feels he/she has been responded to in a way which denies or abuses his/her rights as a peer. When this occurs, the Organization seeks to address the complaint or grievance in a responsive and impartial manner and to strive for a fair resolution.

- A. A peer may file a grievance at any time regardless of how long removed from the occurrence of the actions which provoked the grievance. However, peers are encouraged to make grievances known as promptly as possible as this will lead to a higher probability of satisfactory investigation and resolution.
- B. Once a grievance has been brought to the attention of the Human Rights Officer and has been filed, the time frame for the Human Rights Officer and the agency to process the grievance to resolution shall not exceed twenty (20) working days from the date of filing the grievance. Any

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extenuating circumstances indicating need for extension will be documented in file and written notification given to the peer.

**Procedure:**

At any time that a peer feels aggrieved (that is, that his/her rights as a peer have been denied or abused) he/she is encouraged to:

- A. Make this complaint known to the Human Rights Officer in writing. This person is responsible to assist the person in filing a grievance, to investigate the grievance on behalf of the grievor, and to represent the grievor at the agency hearing on the grievance, if desired by the grievor.
- B. The grievance must be dated and signed by the peer or individual filing the grievance on behalf of the peer and must include:
  1. the date
  2. approximate time of incident
  3. description of incident
  4. names of individuals involved
- C. Written acknowledgment of receipt of grievance is provided to each grievant within three (3) working days and includes:
  1. Date grievance received.
  2. Summary of grievance.
  3. Overview of investigation process.
  4. Time table for investigation/notification of resolution.
  5. Treatment provider contact name/address/phone number.
- D. Human Rights Officer investigates the grievance, gathers facts, speaks with all parties involved, and attempts to effect resolution satisfactory to the grievor. Staff will also be consulted in a way that meets all Human Resource Officer's expectations and will be afforded the same opportunity as the aggrieved to have their voice heard and respected. If resolved, a written statement of results is given to peer.
- E. If not resolved to grievor's satisfaction, the grievor is entitled to a hearing before the Executive Director of the agency or designee, as an impartial decision maker. At said hearing the grievor may be represented by the Human Rights Officer, by his/herself, or by any other person the grievor chooses as their designated representative. At said hearing the Executive Director or designee will review pertinent information and hear from the parties involved. The Executive Director or designee will present his/her judgment concerning the grievance in writing to the grievor, the Human Rights Officer, and other parties involved. At this point the grievance is resolved at the agency level.
- F. The agency administration shall support the peer rights officer to take all steps necessary to process peer grievances and to otherwise assure compliance with this grievance procedure.

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- G. While investigating grievances, the Human Rights Officer shall record pertinent information which clarifies actions, events, and facts; and which presents the opinions or observations of those involved. This information shall be maintained with the grievance and protected as peer confidential information.
- H. The Human Rights Officer shall keep records of each grievance received, the subject matter of the grievance, and the resolution. These records shall be available for review by the Department of Mental Health (DMH) upon request.
- I. The Human Rights Officer shall annually prepare a report summarizing the number of grievances received, type of grievance, and resolution status.