



## STANDARD OPERATING PROCEDURES

Subject	Program Area	Revised	Number
<b>Client/Guardian Grievances</b>	Client Services	November 2024	7.15

### **Purpose:**

The grievance procedure is designed to provide a forum for clients and/or guardians to express and resolve their grievances. Clients and/or guardians will be informed of their right to express grievances in regard to the home/apartment staff or other individuals receiving Our House, Inc. services.

### **Procedures:**

- A. Clients and/or guardians (if appropriate) will be encouraged to bring up general grievances at House/Apartment Meetings or Day and Supports Program client sessions if there may be a conflict, misinterpretation of program policy, or difference of opinion. The purpose is to discuss the difference and work out solutions, swiftly and informally between the two parties. During these meetings/sessions every attempt should be made by staff and clients to resolve general grievances.
- B. If the grievance is of a personal or confidential nature, the clients and/or guardians may request a meeting with the Area Director/Site Manager/Program Director. The Director/Manager will make every attempt to resolve the grievance.
- C. If the Director/manager is unable to resolve the grievance, the Director of Residential Operations, Director of Day Services, or Director of Support Services as applicable, will arrange a meeting with all parties within five days, in an attempt to resolve the grievance.
  - a. The grievance must be submitted in writing to the Director of Residential Operations, Director of Day Services or Director of Supports in writing specifying the nature of the grievance, individual(s) involved, date(s) of occurrence, and that a meeting is requested.
  - b. If the grievance could not be resolved during the meeting, upon conclusion of that meeting the Department Director or their designee will conduct a preliminary investigation of the concern or incident. The investigation must be completed within 7 days of the meeting.
  - c. Upon conclusion of the investigation the Department Director will prepare a written report of the investigation and findings with a recommended resolution.
    - i. Grievances that involve a potential Rights Violation, Abuse, Neglect or Exploitation allegation will be led by the QA Department and a UIR will be submitted to DDD.
    - ii. SOP 9.2 Unusual Incident Reporting and SOP 9.7 Abuse, Neglect and Exploitation procedures will be followed.
- D. If the grievance remains unresolved, a meeting will be held with the CEO.
  - a. A letter of "Appeal of Grievance" must be submitted to the CEO in writing specifying all pertinent information (refer to section C.a. above).
- E. If the grievance still remains unresolved, the client/guardian may request a review in writing (refer to section C.a. above) with Our House, Inc. Human Rights Committee. The Human Rights Committee meets monthly and will review the grievance at the next scheduled meeting.
- F. The client and/or guardian has the right at any time to inform/discuss with their Support Coordinator/DDD Case Manager any grievances they might have.
- G. At the conclusion of the investigation, the client and/or guardian will receive written notification of the final decision.



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OHI CLIENT/GUARDIAN GRIEVANCE POLICY  
ACKNOWLEDGEMENT

I have reviewed the Our House, Inc. Client/Guardian Grievance Policy and had an opportunity to have it explained to me in a manner I understand.

I had my questions answered.

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Individual Receiving Services

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Guardian/Family Member

\_\_\_\_\_  
Date:

\_\_\_\_\_  
OHI Staff Member

\_\_\_\_\_  
Date: