

CLIENT CONCERN/COMPLAINT RESOLUTION PROCESS

Individuals who receive or have received services may, from time to time, have complaints concerning staff or services. It is the goal of Child & Family (C&F) to make every attempt to address such concerns/complaints and to resolve any issues in a quick and equitable manner free of discrimination or recrimination.

As a client of C&F, you have the right to discuss any concerns with staff &, if desired, have a conference with the staff person involved &/or the staff person's supervisor. If the complaint cannot be resolved through this process, you may request a meeting with the program's Director &/or Vice President. **At any time during the complaint process, you have the right to immediately contact the Advocate &/or State Department of your choice. If you require assistance in doing so, C&F will make every effort to support you in this process. Furthermore, you may contact the appropriate State Department at any point if you feel you are in imminent danger or in fear of retaliation.** The general complaint resolution process is as follows:

When a client has expressed a **verbal complaint** to or about a staff member, the staff member receiving the complaint will report the issue in writing to his/her supervisor within 24 hours. Subsequent to this, an investigation will be conducted by the Supervisor, Program Director &/or Vice President that may include interviewing the staff member, supervisor, complainant & other involved parties, & reviewing written reports. The **findings of the investigation will be completed within 10 business days**, & the client will be provided with written notification of the findings, as well as a face to face meeting, upon request.

Should the client wish to appeal the findings, he/she may submit a **formal, written complaint** to the Vice President of Organizational Quality & Performance (OQP), the agency's Human Rights Officer (HRO). If requested, the HRO will assist the client in preparing a written complaint. The client shall receive written & verbal confirmation of receipt of the complaint within four (4) business days & an attempt shall be made to resolve the complaint within five (5) business days or less.

If the issue is not resolved within five (5) business days, the HRO shall investigate the formal complaint by interviewing relevant individuals & gathering pertinent information. The investigation process shall be completed within 15 business days or less from the date of the HRO's receipt of the complaint. The client & involved parties shall be informed, in writing, of the findings & the proposed resolution of the complaint. A face-to-face meeting to review the resolution may be held, if desired by the client.

If the formal complaint has not been resolved, the individual shall be informed of his/her right to appeal to the Department or organization providing program oversight (see list below) & shall be provided with assistance in accessing the appropriate State Department &/or Advocate.

The status of all formal, written complaints shall be logged into the agency's tracking system & shall be reviewed at least quarterly by the agency's OQP Committee.

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Important Contact Information:

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| • Alliance for Better Long-Term Care | 401-785-3340 |
| • Blue Cross/Blue Shield of RI | 800-639-2227 |
| • DCYF Licensing Unit (Child Care, Foster Care, Facilities) | 401-528-3605 |
| • DCYF – Region I (Metro Providence and Admin. Offices) | 401-528-3502 |
| • DCYF – Region II Office (East Bay) | 401-254-7000 |
| • DCYF – Region III (Kent & Washington County) | 401-792-5000 |
| • DCYF – Region IV (Providence County, excluding Providence Metro) | 401-528-3820 |
| • Division of Elderly Affairs – Main Number | 401-462-3000 |
| • Division of Elderly Affairs – Protective Services | 401-462-0555 |
| • Department of Health – Division of Health Services Regulation | 401-222-5200 |
| • Department of Human Services – Complaint Unit | 401-462-5300 |
| • Department of BHDDH – Office of Facilities & Program Standards & Licensure | 401-462-0393 |
| • Neighborhood Health Plan of RI | 800-963-1001 |
| • Office of the Child Advocate | 401-462-4300 |
| • Office of the Mental Health Advocate | 401-462-2003 |
| • Office of the Attorney General – Consumer Protection Unit | 401-274-4400 |
| • Rhode Island Care Management Network | 401-849-2300 |
| • The Point – Rhode Island’s Aging & Disability Resource Center | 401-462-4444 |
| • Tufts Health Plan of RI – CareLink Members | 866-352-9114 |
| • Tufts Health Plan of RI – Employer-based plan Members | 800-682-8059 |

My signature below indicates that I have read/been explained & understand my rights & responsibilities as a client of C&F & that I agree with the conditions outlined above.

Signature of Client (not required if client is a minor) Date

Signature of Caregiver (if client is a minor) Date

C&F Representative Date