

Section: Connecticut Branches

Policy Number: 100

Creation Date: 5/5/12

Effective Date: 5/5/12

Revision Date:

Policy Name: Client Grievance Policy

Purpose:

To provide for resolution of grievances within thirty (30) calendar days while maintaining confidentiality, in accordance with regulatory and contractual requirements.

Policy:

Connecticut Branches is committed to assuring that participants are satisfied with the service delivery or quality of care they receive. Connecticut Branches has an established grievance process to address participants' concerns or dissatisfaction about services provided or any aspect of the Connecticut Branches program.

Connecticut Branches will handle all grievances in a respectful manner and will maintain the confidentiality of all participants' grievance at all times throughout and after the grievance process is completed and information pertaining to grievances will only be released to authorized individuals.

Contract providers are accountable for all grievance procedures established by Connecticut Branches. Connecticut Branches will monitor contracted providers for compliance with this requirement on an annual basis or on an as needed basis.

Definitions:

A **grievance** is defined as a complaint, either written or oral, expressing dissatisfaction with the services provided or the quality of participant care. A grievance may include, but is not limited to:

- The quality of services a Connecticut Branches participant receives.
- Behavior of any of the providers or program staff;
- Transportation services; and
- Punctuality of service provided.

Representative means a person employed by **Connecticut Branches** and is providing a service to a Connecticut Branches participant.

General Information:

1. The Connecticut Branches **Operations Manager** has primary responsibility for maintenance of the procedures, review of operations, and utilization of any emergent patterns of grievances to formulate policy changes and procedural improvements in the administration of the plan.
2. Connecticut Branches will continue to furnish the participant with all services at the frequency provided in the current plan of care during the grievance process.

3. Connecticut Branches will not discriminate against a participant solely on the grounds that a grievance has been filed.
4. In order to ensure participants have access to and can fully participate in the grievance process, Connecticut Branches will ensure the following:
 - a. If the person filing the grievance does not speak English, a bilingual staff member will be available to facilitate the process. If a staff person is not available, translation services/interpreter will be made available.
 - b. All written materials describing the grievance process are available in the following languages: **English and Spanish**
 - c. Connecticut Branches maintains an online grievance claim form at www.ctbranches.com or a phone line at 203-987-9887. All grievance claims can be initiated through either process.
5. Connecticut Branches] will provide written information about the grievance process to a participant and/or his/her representative upon enrollment, annually, and upon request. Information includes, but is not limited to:
 - a. Procedures for filing grievances.
 - b. Telephone numbers for the filing of grievances received in person or by telephone: 203-987-9887.
6. Any method of transmission of grievance information from one Connecticut Branches staff to another shall be done with strictest confidence.
7. If Connecticut Branches is unable to distinguish between grievances and complaints, they will be processed as grievances.

Procedure

a. Filing of Grievances

1. A Connecticut Branches participant and/or his/her representative, may voice a grievance to program staff in person, by telephone or online.
2. The Quality Assurance Department will assist the participant and/or his/her representative in filing a grievance in the event assistance is required.
3. The Grievance Report Form is available from the Quality Assurance Department or at www.ctbranches.com, by mail, or in person.

b. Documentation of Grievances

1. All grievances expressed either orally and/or in writing, will be documented on the day that it is received or as soon as possible after the event or events that precipitated the grievance.

2. Complete details of the grievance must be documented so that the grievance can be resolved within thirty (30) calendar days. In the event of insufficient information, the Connecticut Branches will take reasonable efforts to obtain the missing information in order to resolve the grievance within the specified timeframes.
3. All information related to a participant's grievance will be held in strict confidence and will not be disclosed to program staff or contract providers, except where appropriate to process the grievance.
4. It is the responsibility of the **Operation Manager** to ensure confidentiality is maintained, documentation is complete and accurate, and grievance process is implemented and completed according to Policies and Procedures.

c. Acknowledgement, Notification and Initial Investigation of Grievance

1. **Connecticut Branches Staff** will notify the **Operations Manager** within one working day of receipt of the grievance.
2. The **Operations Manager** is responsible for coordinating the investigation, designating the appropriate staff member(s) to take corrective actions, and reporting the grievance to the interdisciplinary team.
3. The **Operations Manager** will acknowledge receipt of the participant's grievance in writing, within five (5) days of receipt of the grievance. When necessary, the **Operations Manager** will acknowledge receipt of the grievance by telephone.
4. The **Operations Manager** notifies the management or supervisory staff responsible for the services or operations which are the subject of the grievance.

d. Resolution of Grievances

1. Grievances that are resolved to the satisfaction of the PACE participant and/or his/her representative by the close of the next business day after a grievance is filed are exempt from the requirement to send *written* acknowledgements and *written* responses to the PACE participant and/or his/her representative. At a minimum, final resolution must be documented in the PACE participant grievance log.
2. **Connecticut Branches** will resolve grievances within thirty (30) calendar days from the day the grievance is received. The **Operations Manager** will make reasonable efforts to contact the participant and/or his/her representative by telephone or in person to advise him/her of the outcome of the grievance investigation and determine his/her satisfaction or dissatisfaction with the outcome of the investigation.
3. The **Operations Manager** will send written notification of the resolution of the grievance to the participant and/or his/her representative.
4. In the event resolution is not reached within thirty (30) calendar days, the participant and/or his/her representative will be notified in writing of the status and estimated completion date of the grievance resolution.