

Policy: Consumer Grievance Process**Authorization:** Board of Directors 5/28/03**Implementation Date:** 5/29/03
1/24/01**Replaces Policy Dated:**

It is the goal of REACH to provide consumers with the highest quality services. Pursuant to that goal, REACH offers the following grievance process in order that each consumer knows how to address any concerns they may have with services they receive from the agency. The process flows from informal to formal to assure the most prompt, satisfactory resolution possible.

Consumers may have the advocate of their choice with them during every phase of the process. REACH can provide assistance or agencies such as the Disability Law Center of Alaska (800-478-1234) may be contacted for advocacy support. Consumers are encouraged to address any concerns they may have as quickly as possible so steps may be taken to resolve the issue and maintain the working relationship between all concerned. REACH's grievance process is as follows:

1. If a consumer or their representative has a concern they would like to have addressed they should contact their Care Coordinator or Service Coordinator and ask for a conflict resolution meeting. This request may be in writing, by telephone, or verbal. A meeting will be arranged within five working days of the request and may include the consumer, the advocate of their choice, and the appropriate service team. If the conflict is not resolved during this meeting the consumer can request a meeting with the Executive Director as outlined in step #2.
2. If the consumer feels the need to continue the grievance process after the initial conflict resolution meeting they should contact the Executive Director within five working days of the meeting. The grievance should be in writing and a meeting will be arranged within five working days of the request. This meeting will include the consumer, the advocate (if desired), the Human Resource Manager and the Executive Director. Legal counsel for REACH, Inc. may be included at the discretion of the Executive Director. The Executive Director has up to five working days after the meeting to respond in writing to the consumer. This response will include who to contact next if the consumer feels the conflict is still not resolved. If this is the case the consumer should proceed to step #3, contacting the Board of Directors.
3. If the consumer feels that they need to contact the Board of Directors to have the issue resolved they should notify the Personnel Committee of the Board of Directors within five working days of receiving the Executive Director's response (which will include the correct names and addresses of the committee members). The Personnel Committee will meet with the consumer as soon as possible and will issue a final decision within five working days of that meeting. Legal counsel for REACH, Inc. may be included at the discretion of the board. This step is considered the final step of REACH's grievance process, but if the consumer does not feel that their grievance has been resolved within 30 days it should be reported to the Regional Specialist (pursuant to AS 47.30.660(b)(12)).

In the instance of a perceived emergency the consumer may waive this process and contact the Executive Director directly.