

Individual Grievances and Reporting

Policy

REACH, Inc. will provide every service recipient an opportunity to have any grievances fully and fairly considered. The REACH grievance procedures will be given to and reviewed with every REACH individual.

Grievances

An individual service recipient (or individual's guardian) with a grievance will first attempt to resolve the grievance with the individual's team leader (i.e. service manager or assisted living home manager). Team members shall assist them to proceed through as many steps of the process as necessary. They may present explanations either in written or verbal form. The term individual means the service recipient or their guardian or any advocate chosen by the service recipient to attend any meetings about the grievance.

If the grievance cannot be resolved within the team, the individual will present the grievance to the Program Director. The Program Director will meet with the individual and attempt to resolve or adjust the grievance. If the individual is satisfied, the grievance is resolved.

If the individual is not satisfied, they may request a meeting with the Executive Director. If the individual is satisfied, the Executive Director shall record the solution and the grievance is over and deemed withdrawn.

The Individual may request that his or her name be kept confidential except to those involved in the grievance process. In all cases, all members of the grievance process shall take any steps necessary to ensure that the individual does not experience retaliation for expressing the grievance.

You can choose to file a grievance anonymously regarding a service recipient by choosing that option on the form. The reporter may ask that the privacy of the reporter be protected. The QA Director will address the concern and document this action in the annual Quality Improvement Report.

If the individual is a resident in a Group Home, the individual will be notified in writing within 30 days of the final decision of the home regarding the grievance as per AS 47.33.340.