

	Client Grievances	
	Policy Number	1300-1303
	Effective Date	4/1/2019
	Revision Dates	
	Regulatory Code	COA CR 3; R 400.12210
	Attachment	Client Rights and Responsibilities Client Complaint Resolution Form Client Complaint Resolution Appeal Form

Policy:

West Michigan Partnership for Children (WMPC) will respond to all client complaints and will support the dignity and rights of all clients that are served by WMPC and its Clients.

Client complaints may initially be made by email, telephone, or in person, however a Client Complaint Resolution Form must be completed to ensure accurate documentation of the grievance and the resolution desired.

It is the responsibility of the Director of Care Coordination and Innovation or the designee to respond to all respective inquiries as well as investigate and seek resolution to all complaints.

All appropriate steps will be taken to mitigate the effects of any violation of client rights. This policy assures that grievances are resolved quickly and at the lowest level possible.

Procedure:

1. A complaint should be filed when a client has followed the grievance policy and procedure at their assigned Network provider (private foster care agency) or supplementary service provider with whom WMPC holds a contract, and the client believes that the response to their grievance or complaint was unfair, inequitable, or discriminatory. When a client served by a contractor of WMPC has a concern or problem, it is important that they bring it to the attention of the appropriate person and use the methods outlined in this procedure to ensure both proper documentation and resolution of the complaint.
2. A step-by-step procedure can be found below.
 - A. *Step One:*
 - i. Discussion of the concern or problem with the Director of Care Coordination and Innovation is encouraged as a first step. If the client discussed a complaint and does not not feel that they have received a satisfactory response, the client should submit a written statement to the Director of Care Coordination and Innovation using the Client Complaint Resolution Form.
 - ii. The Director of Care Coordination and Innovation will confirm their receipt of the Complaint Resolution within 3 business days and will provide a response to the complaint/grievance within 10 business days. The COO will review and approve the response prior to distribution to the client.

B. Step Two:

- i. If the complaint is still unresolved after submitting the Client Complaint Resolution Form, the client may submit a Client Complaint Resolution Appeal Form to the Chief Operating Officer.
- ii. A copy of the initial Client Complaint Resolution Form with the response should be attached to the Client Complaint Resolution Appeal Form. The COO should investigate the complaint and respond within ten business days.

C. Step Three:

- i. If the complaint is still unresolved after appealing to the Chief Operating Officer, the client may submit a Client Complaint Resolution Appeal Form to the CEO.
- ii. A copy of the initial Client Complaint Resolution Form and any Client Complaint Resolution Appeal Forms with responses should be attached to the Client Complaint Resolution Appeal Form.
- iii. The CEO will investigate the complaint and respond within five business days. The decision of the CEO is final.

3. Grievances should be filed within 30 days of the date of the occurrence of the complaint.

4. WMPC may request legal advice if the complaint involves harassment, civil rights, EEO or ADA.

D. No Retaliation

1. There shall be no retaliation against any individual or person served, or team member for having filed or assisted on the filing of a complaint/grievance, or for investigation or acting on a complaint/grievance.
2. Any client who becomes aware of any such retaliatory action shall immediately report it to the CEO and COO.

E. Continuous Quality Improvement Process

1. All complaints and grievances are entered electronically into PSAM.
2. The Performance Quality Improvement team and Leadership Team will review the data trends and develop performance improvement plans as appropriate.