

GRIEVANCE RESOLUTION

(Ref 8.605.5 A-C)

Policy

Each person has the right to raise complaints or grievances. FRIENDS of Broomfield, Inc. will assist persons in understanding this right and the process for making a grievance known upon entering services and at a minimum on an annual basis at the individual's Individual Plan meeting. The person making the grievance may do so in writing or verbally to a representative of FRIENDS of Broomfield, Inc.. Making a complaint or grievance will not prejudice any future services or supports and the affected individual will not suffer any negative effects due to filing a complaint. FRIENDS of Broomfield, Inc. will ensure that no individual shall be coerced, intimidated, threatened or retaliated against because the individual has exercised his or her right to file a grievance or has participated in the grievance process. Every effort will be made to resolve the concern at the earliest stage and in a fair manner.

Procedure

FRIENDS of Broomfield, Inc. will provide this grievance process to the person receiving services and/or the individual's guardian or authorized representative in a manner understandable to all at the time that service begins, when there is a change to the procedure, or upon request.

Complaints and grievances may be about services, supports, employees or other areas that are not covered by the Dispute Resolution Procedure.

- When someone wishes to make a grievance or complaint, they may do so in writing or verbally to FRIENDS of Broomfield, Inc. If a verbal complaint is made to FRIENDS of Broomfield, Inc., the complaint will be put in writing by FRIENDS of Broomfield, Inc. employee for follow-up.
- If you need assistance to file an complaint with FRIENDS of Broomfield, Inc., you may contact the following organizations for help:

Association for Community Living (303) 527-0888

The Legal Center for People with Disabilities and Older People (303) 722-0300

Imagine! (Community Centered Board) (303) 665-7789

- FRIENDS of Broomfield, Inc. will ensure that a written log is kept which tracks the complaint and its resolution.
- The FRIENDS of Broomfield, Inc. representative will try to resolve the complaint to the satisfaction of all parties as soon as possible. If an immediate resolution is not possible, FRIENDS of Broomfield, Inc. will offer an opportunity for all parties to come together to

try to find a mutually acceptable solution. All parties will be informed about a meeting time and place at least 10 days before the meeting unless everyone involved wants to meet sooner.

- Mediation may be used if both parties voluntarily agree to this process.
- FRIENDS of Broomfield, Inc. will make all attempts to resolve the complaint within fifteen (15) days following any meeting.
- FRIENDS of Broomfield, Inc. will ensure that agreements are documented and all involved parties receive copies of the decisions made during discussions, meetings or mediation.
- If the complaint or grievance cannot be resolved, and FRIENDS of Broomfield, Inc.'s Director has not been involved to date, the complaint may be submitted to FRIENDS of Broomfield, Inc.'s Director for consideration.

Complainants that feel their complaints cannot be resolved with FRIENDS of Broomfield, Inc. can submit them to the Health Facilities and Emergency Medical Services Division (HFEMSD) Home and Community Services complaint line, in person, mail or email. The division encourages complainants to try to resolve concerns first through FRIENDS of Broomfield, Inc.'s grievance process because very often this is the quickest way to address the problem. If concerns cannot be addressed satisfactorily through these more informal processes or the complainant chooses not to utilize FRIENDS of Broomfield, Inc.'s processes, the complainant may file a formal complaint with the division.

**Complaint Intake Coordinator
Health Facilities and Emergency Medical Services Division
4300 Cherry Creek Drive South
Denver, Colorado 80246**

**Home and Community Services Complaint Line: # 303.692.2910/ # 800.842.8826
Email: healthfacilities@state.co.us**