



Grievance and Appeals Policy Notice

It is the policy of Caring Partners of Morris/Sussex, Inc. to ensure that families' rights are safeguarded and that disputes concerning their rights and the rights of others are resolved promptly and fairly. All families have the right to lodge grievances and appeals when informal methods of resolving disputes are unsuccessful.

Grievance Procedures:

- Any family, or other person assisting the family, may initiate a complaint, orally or in writing, concerning the exercise of these rights or the quality of service and intervention.
- Every family has the right to the assistance of an independent person and witnesses in presenting a grievance.
- Although it is preferred that the grievance be presented as soon as possible to the Care Manager Supervisor, the family has the right to present a grievance to the person of their choice.
- The Care Manager Supervisor, Clinical Director, Quality Improvement Manager, and/or the Executive Director receiving the grievance will investigate the grievance and make every effort to resolve it.
- Persons not directly involved in the circumstances leading to the grievance will decide grievances.
- Based on the investigation, a decision will be rendered in writing as soon as possible, but within two working days after the filing of the grievance.
- The client will be given a copy of the grievance and final decision.

First Level of Appeal:

- Any family or person assisting a family may appeal the grievance decision within 10 working days of the decision.
- The family has the right to accept the decision or to appeal to the Quality Improvement Manager. The written request will be responded to within five working days of receipt. The request should include:
 - Information desired
 - Reason for complaint
 - When/why complaint was denied
 - Reason for appeal
 - Signatures and date

Second Level of Appeal:

- If the family remains unsatisfied, he/she may appeal to the Executive Director in writing, using the same process as above.
- Within five working days of the second appeal, a written response will be given.