



Grievance Policy

I. PURPOSE

To define the participant grievance process.

II. POLICY

RISE UP RECOVERY will provide guidelines for participants or their representatives to file a grievance regarding any part of their care while at RISE UP RECOVERY.

III. PROCEDURE(S)

The following steps are guidelines for RISE UP RECOVERY participants or their authorized representatives to follow if they desire to file a grievance regarding any aspect of their care while a participant of the RISE UP RECOVERY program. RISE UP RECOVERY staff must assist any participant desiring to file a grievance in developing and processing the grievance. This grievance process will also be made available to former participants:

A. How to File a Grievance

1. The person receiving services or the person's authorized or legal representative:

- a. should talk to a staff person that they feel comfortable with about their complaint or problem;
- b. clearly inform the staff person that they are filing a formal grievance and not just an informal complaint or problem; and
- c. may request staff assistance in filing a grievance.

2. If the person or person's authorized or legal representative does not believe that their grievance has been resolved, they may bring the complaint to the highest level of authority in this program.

- That person is Tiffany Neuharth, Executive Director.
- She may be reached at 651-319-0122 or tiffany@riseuprecoverymn.com

B. Response by the Program

1. Upon request, staff will provide assistance with the complaint process to the service recipient and their authorized representative. This assistance will include:

- a. the name, address, and telephone number of outside agencies to assist the person; and
- b. responding to the complaint in such a manner that the service recipient or authorized representative's concerns are resolved.

2. This program will respond to grievances that affect the health and safety of service recipients within 3 days.

3. All other complaints will be responded to within 14 calendar days of the receipt of the complaint.

4. All complaints will be resolved within 30 calendar days of the receipt.

5. If the complaint is not resolved within 30 calendar days, this program will document the reason for the delay and a plan for resolution.

6. Once a complaint is received, the program is required to complete a complaint review. The complaint review will include an evaluation of whether:

- a. related policy and procedures were followed;
- b. related policy and procedures were adequate;
- c. there is a need for additional staff training;
- d. the complaint is similar to past complaints with the persons, staff, or services involved and
- e. there is a need for corrective action by Rise Up Recovery to protect the health and safety of persons receiving services.

7. Based on this review, Rise Up Recovery will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or Rise Up Recovery, if any.
8. The program will provide a written summary of the complaint and a notice of the complaint resolution to the person and case manager that:
 - a. identifies the nature of the complaint and the date it was received;
 - b. includes the results of the complaint review; and
 - c. identifies the complaint resolution, including any corrective action.

C. The complaint summary and resolution notice must be maintained in the person's record.

Additionally, the participant may also contact the following organizations regarding grievances:

Department of Human Services
Licensing Division
444 Lafayette Road, St. Paul, MN 55142
Phone: (651) 431-6500

Office of Ombudsman for Mental Health
and Developmental Disabilities
121 7th Place East, Ste 420
St. Paul, MN 55101-2117
Phone: (651) 757-1800

Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Phone: 1-800-994-6610

Minnesota Certification Board
PO Box 586
Wyoming, MN 55092
Phone: 763-434-9787

Department of Health Facilities Complaints
651-201-4201