



## Catholic Community Service Grievance/Complaint Procedures

Catholic Community Service (CCS) maintains a formal mechanism by which applicants, clients (past or present) and other stakeholders can express and resolve grievances, including complaints and disputes which include:

- The right to file a grievance without interference or retaliation;
- Timely written notification of the resolution and an explanation of any further appeal, rights or recourse; and
- At least one level of review that does not involve the person about whom the complaint has been made or the person who reached the decision under review.

### Definitions:

**Grievance:** a grievance is any complaint or dispute expressing dissatisfaction with any aspect of the operations, activities, or behavior of CCS and its employees.

### Procedures

Upon intake or initiation of services, or for meals and transportation services clients upon request, clients shall be provided a copy of the CCS Grievance (Complaint) Policy. All other requests for this policy and procedures will be provided upon request. This policy, or an abbreviated version, shall be prominently displayed in all CCS' facilities. The CCS Grievance (Complaint) Policy and accompanying form will be posted on the CCS website.

The grievant/complainant will be encouraged to initially discuss any concern they have about care, treatment, and/or services with the primary service provider. The provider, or his/her supervisor, must document the concern and maintain the documentation in a secure location. Documentation must include the date, time, name of grievant/complainant, a detailed description of the concern and the provider's effort to resolve the matter. The concern must be kept confidential, except for those on a need-to-know basis (e.g., supervisor, Human Resources, Compliance).

If the concern is not resolved through discussion with the primary service provider the grievant/complainant may present the concern as a grievance to the primary service provider's supervisor, in writing or orally, to seek resolution.

If the grievance is not resolved through presentation to the primary service provider's supervisor, the grievant/complainant may present the grievance to the Program Director in writing on the CCS Grievance (Complaint) Form. The CCS Grievance (Complaint) Form may be requested from the Compliance Officer or Human Resource Department. If the grievance involves the Program Director, the grievant/complainant may submit the CCS Grievance/Complaint Form to the Executive Director.

### How to obtain a Grievance/Complaint Form

You may request the Catholic Community Service's (CCS) Complaint Form by contacting CCS's Compliance Officer or Human Resources one of the following ways:

1. **Email:** [jennifer.carson@ccsjuneau.org](mailto:jennifer.carson@ccsjuneau.org) or [tamra.catt@ccsjuneau.org](mailto:tamra.catt@ccsjuneau.org)
2. **Mailing a written request or stopping by:** Catholic Community Service, 419 Sixth Street, Juneau, Alaska 99801
3. **Phone:** (907) 463-6100.

You may file a signed, dated and written grievance/complaint form by emailing, mailing or dropping off to the Compliance Officer or Human Resources at the above email or mailing address. The Compliance Officer or Human Resources will assure it gets to the appropriate person for processing.

Upon request, the CCS Human Resources Director or Compliance Officer will provide drafting and articulation assistance, but not advocacy or representation, to grievant/complainant who wish to file a grievance.

A grievant/complainant may designate a representative/advocate to assist him/her in presenting a grievance, and to be present during any/all grievance proceedings.

## **How Will Your Complaint Be Handled?**

The status of findings and results for a written grievance will be communicated in writing to the grievant/complainant no later than 15 working days after reception. If the grievance is not resolved within the 15 working days, the appropriate CCS staff will explain the delay in writing to the grievant/complainant. The grievant/complainant has a right to appeal determinations made regarding the grievance. Appeals need to be filed within 30 days of the determination. All appeals will be reviewed by the Compliance Officer and Executive Director, unless the concern is with the Executive Director then a member of the Executive Committee of the Board, with a written determination made no later than 30 days of receipt of the appeal. Appeal determinations will be provided to the grievant/complainant in writing.

A client may report their concern to the applicable State of Alaska agency.

Department of Health and Social Services (DHSS):	907-465-3030
DHSS Office of Children's Services:	907-464-3191
DHSS Division of Senior and Disabilities Services	907-465-3372
DHSS Adult Protective Services	907-269-3666

The manager or supervisor of the program from which the complaint originates will document each complaint, investigation findings, and resolution including any supporting documentation or media gathered during the investigation. It is the responsibility of the appropriate Division Program Director or Manager to review all grievances/complaints and report findings to the Executive Director. The program director or manager will analyze all complaints and grievances at least quarterly for any patterns, assess level of risk and to ensure resolution. All medium to high level risks will be forwarded on to the Performance and Quality Improvement (PQI) Steering Committee for further analysis to decide whether they should be included as a Key Indicator and moved through the quality improvement process. The grievance/complaint analysis will be documented for inclusion in the PQI Quarterly Report which is provided to the CCS Board of Directors via the Compliance and Quality Committee.

CCS has a "no tolerance policy" regarding abuse or neglect as well as intimidation to prevent the filing of a grievance or retaliation for filing a grievance. Any report of abuse, neglect, intimidation or retaliation shall be investigated and immediately reported to the CCS Executive Director and the appropriate State of Alaska agency.

This Grievance (Complaint) policy will be available to all clients, both current and past, and authorized representatives, to those denied services and other stakeholders.

**If information is needed in another language or in larger print, contact Catholic Community Service at (907) 463-6100.**