

## **Grievance Policy and Procedure**

### **Policy**

Lifeworks Services, Inc. recognizes that our employees and the people we serve sometimes have problems which result in grievances, complaints, or misunderstandings. It is important that these problems, regardless of severity, be addressed and resolved to keep the channels of communication open. We are committed to providing a simple complaint process for the people served in our program and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

### **Procedure:**

- Service Initiation: A person receiving services and their case manager will be notified of this policy, and be provided a copy, within five working days of service initiation.
- The person receiving services or person's authorized or legal representative should speak to a staff person that they feel comfortable with about their complaint or problem. If the person or person's authorized or legal representative does not believe that their grievance has been resolved, they may clearly inform the staff person that they are filing a formal grievance and not just an informal complaint or problem; and may request staff assistance in filing a grievance.
- Upon request, staff will provide assistance to the service recipient and their authorized representative using the Concern or Formal Complaint Procedure.
- Formal complaints and grievances can be sent to the Director of Quality, Compliance and Continuous Improvement, who may be reached at: Lifeworks Services, Inc., 2965 Lone Oak Drive, Suite 160, Eagan, MN 55121, 651-454-2732
- Lifeworks will respond within 10 calendar days of the receipt of the complaint and will resolve the grievance within 30 calendar days of the receipt of the complaint. If we are unable to resolve the issue within 30 calendar days, Lifeworks will document the reason for the delay and a plan for resolution.
- Employees of Lifeworks are also able to file a formal complaint and may request the assistance of human resources.
- Filed complaints will be reviewed by the Compliance Committee to evaluate if policies and procedures were followed, if they are adequate, if additional staff training is needed, if the complaint is similar to past complaints with the persons, staff or services involved and if there is a need for a corrective action to protect the health and safety of persons receiving services.
- Based on the Compliance Committee review, Lifeworks will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performances by staff or the company, if any.
- Lifeworks will provide a written summary of the complaint and a notice of the complaint resolution to the person and case manager regarding the nature of the complaint, the date the complaint was received, the review of the complaint and resolution including any corrective action taken. Complaint records are maintained for a minimum of 7 years.
- The complaint summary and resolution notice will be maintained in the person's record.
- If implementation of the corrective action plan is not sufficient to resolve the complaint, Lifeworks will arrange for a hearing, including the presence of a neutral party in accordance with the American Board of Arbitration guidelines.
- The action of filing a formal complaint, if done in good faith, will not result in retaliation or present a barrier to services.
- If you suspect maltreatment, you should refer to Lifeworks' Maltreatment of Vulnerable Adults & Minors Policy & Procedure.

This information can be made available in an alternate format upon request. Our TTY phone number is 651-365-3736. Equal Opportunity Employer.