

GRIEVANCE/COMPLAINT PROCESS

The consumer advisory committee will assist in the process of eliciting complaints. And maintaining a record of verifiable resolutions of complaints received from:

- (1) Individuals, their families of legally authorized Representatives.**
- (2) Heritage Habilitation Inc. personnel or service providers; and**
- (3) The general public.**

Complaints by staff members that feel they can resolve the issue with their supervisor or Program Director are encouraged to do so.

Procedure:

Step 1

Notify the designee (Program Director) of the wish to file a grievance. The designee is obligated to the consumer as an advocate and will ensure that there will be no reprisals or retaliatory actions taken against the person filing.

The Person filing or the designee may report to DADS at 1-800-458-9858.

Step 2

The administrator of the agency will be notified.

Step 3

Heritage Habilitation Inc. will review and attempt to resolve the complaints within 21 calendar days.

All information is confidential and will only be viewed and discussed with the Advocate/Advisory Committee. Our goal is to take action regarding any areas of dissatisfaction. It is our policy that all employees, the general public, consumers, and or individual's Legally Authorized Representative exercise the right to complain to DADS when Heritage Habilitation's resolution of a complaint is unsatisfactory.

If you wish to initiate a complaint to DADS the phone number is (1-800-458-9858).