

## **Crossroads Community Services Board Complaint Policy and Procedure**

Statement: Each individual shall have a channel for making complaints or expressing concerns about services provided by Crossroads staff, or about any aspect of his/her relationship with Crossroads Community Services. This also applies to complaints or concerns from family members and/or representatives of the individuals or family members or anyone from the community.

### Steps:

1. The individual shall attempt to resolve his/her complaint/concern with the individual staff person or with the supervisor of the program. This is Step 1. This should be done as soon as possible after the reason for the complaint/concern occurs. Documentation shall be maintained by the staff person and the individual and/or his representative.
2. If no resolution occurs at Step 1, the individual shall make his/her complaint/concern on a written agency form available at the program location from the on-site supervisor/director and present it to the site supervisor/director within 2 work days of the event. This is Step 2. The on-site supervisor/director shall attempt to resolve the complaint/concern with the individuals and the individual's representative (if needed) and the involved staff person. This meeting shall occur within 2 work days of the receipt of the written form. A decision will be made within 2 work days of the meeting.
3. If no resolution occurs at Step 2, the site supervisor/director shall forward all materials to the Executive Director or his designee within 2 work days of the meeting. This is Step 3. The Executive Director shall attempt to resolve the complaint/concern with all involved parties. The meeting shall occur within 3 work days of the receipt of all written materials. A decision shall be made within 2 work days of the meeting.
4. The decision of the Executive Director is the final action of the agency. Any additional action or consideration of the complaint/concern may involve the agency's human rights policy or action outside the agency's framework for resolving complaints/concerns. If at any time there is an allegation of human rights complaint, the issue will immediately be handled under applicable agency human rights policy.

Note: Steps 1 and/or 2 may be bypassed by decision of the Executive Director at the request of the individuals, his/her representative or the family. Also, time frames may be adjusted by mutual agreement. Any human rights allegations of abuse, neglect or exploitation are investigated separately per applicable state and local policy.

