

Crossroads Community Services Board Consumer 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 consumer or family members.

Steps:

1. The individual shall attempt to resolve his/her complaint/concern with the individual staff person. This should be done as soon as possible after the reason for the complaint/concern occurs.
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/manager and present it to the site supervisor/manager within 2 work days of the event. The on-site supervisor/manager shall attempt to resolve the complaint/concern with the individual 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/manager shall forward all materials to the Services Director within 2 work days of the meeting. The Services Director shall attempt to resolve the complaint/concern with all involved parties. The meeting shall occur within 2 work days of the receipt of all written materials. A decision shall be made within 2 work days of the meeting.
4. If no resolution occurs at Step 3, the Services Director shall forward all written materials to the Division Director within 2 work days of the meeting. The Division Director shall attempt to resolve the complaint/concern with all involved parties. The meeting shall occur within 2 work days of the receipt of all written materials. A decision shall be made within 2 work days of the meeting.
5. If no resolution occurs at Step 4, the Division Director shall forward all written materials to the Executive Director within 2 work days of the meeting. The Executive Director shall attempt to resolve the complaint/concern with all involved parties. The meeting shall occur within 2 work days of the receipt of all written materials. A decision shall be made within 2 work days of the meeting. 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.

Note: Steps 1,2,3 may be bypassed by decision of the Executive Director at the request of the individual, 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.

Crossroads Community Services Board Individual Complaint Form

Name of Individual/Family Member/Representative: _____

Staff person(s) involved: _____

Date of Complaint/Concern: _____

The complaint/concern is as follows: _____

The requested resolution is: _____

Step 2 Meeting and Date: _____

Outcome of Step 2: _____

Issue resolved at Step 2: yes ____ no _____(goes to Step 3)

Step 3 Meeting and Date: _____

Outcome of Step 3: _____

Issue resolved at Step 3: yes ____ no _____(goes to Step 4)

Step 4 Meeting and Date: _____

Outcome of Step 4: _____

Issue resolved at Step 4: yes ____ no _____Final action of agency in this procedure.

(Note: Attach any additional pages of information.)

*No complaint by an individual/family member/representative shall result in retaliation or be a barrier to services. Assistance in understanding and being able to formally complain is available if needed.

11/14/2016