

Deaf and Hard of Hearing Service Center

CLIENT GRIEVANCE POLICY

Our clients are very important to us at DHHSC. DHHSC strives to provide the best possible services at all times to all people who call upon the agency; despite limited resources and restricted funding. However, there may be occasions when a client feels he or she has not been served fairly, or that the conduct of a DHHSC service provider was not professional, or that an individual service plan with a provider was not executed according to expectations. Therefore, DHHSC has developed a Client Grievance Policy in an attempt to address and respond to client concerns or complaints.

The following steps can be taken in resolving concerns and/or complaints:

- STEP 1-** Talk to the service provider (counselor, interpreter, etc.) with whom you are unhappy or are having difficulties, making every attempt to resolve the problem at this level.
- STEP 2-** If you are unable to resolve the difficulty directly with the service provider, or are uncomfortable in doing so, make an appointment to meet with the service provider's supervisor or the Services Personnel Director. At your appointment, please state your grievance as clearly as possible. The staff person meeting with you will complete a Client Grievance Form and will then send you a written reply within fourteen (14) working days of your meeting.
- STEP 3-** If you are not satisfied with the written decision and outcome of your grievance and wish to pursue the issue further, then you may make an appointment with the Executive Director. At your appointment you will be asked to state your grievance once again. The Executive Director will send you a written reply within ten (10) working days of your meeting.
- STEP 4-** If you are not satisfied with the Executive Director's written decision and wish to pursue the issue, then you must explain your dissatisfaction in writing within ten (10) working days of the receipt of the Executive Director's decision.

Be as specific as possible, including dates, a detailed description of the problem. Make sure you note that you have already gotten a written response to your grievance from the Executive Director. Mail or leave your written grievance in a sealed envelope with the Human Resources Manager. He or she will then schedule a special meeting of the Executive Committee and/or Personnel Committee of the Board of Directors to review the grievance.

- STEP 5-** The Board of Directors will conduct a hearing in which both the client (and/or his or her representative) and the Executive Director (and/or his or her designee) shall have the opportunity to present their case.
- STEP 6-** Within 10 working days of this hearing, the Board of Directors shall deliver to the client and the Executive Director their decision regarding the grievance. The decision of the Board of Directors shall be final and binding upon both parties.
- STEP 7-** If the client wishes to challenge the Board of Directors' decision, he or she may request that a professional mediator be hired or a referral to a state or federal agency, depending on the type of grievance submitted, to take additional steps for fair resolution. This request must be made in writing and submitted to the full Board of Directors within five working days of receipt of the Board's written decision. DHHSC will pay for the expense of the mediator.

DHHSC Staff has explained and I fully understand the DHHSC Client Grievance Policy:

Client Signature

Date

Staff Initials

DT: Y N