

## EnSueños Y Los Angelitos Development Center

### GRIEVANCE POLICY & PROCEDURE FOR INDIVIDUALS WITH INTELLECTUAL/DEVELOPMENTAL DISABILITIES RECEIVING SERVICES OR THEIR GUARDIAN

#### **POLICY:**

It is EnSueños Y Los Angelitos Development Center's (ELADC) policy to have a grievances policy and procedure for all individuals with I/DD receiving services or their guardian to assure that everyone will be treated fairly and that their rights will be protected. ELADC values individuals with I/DD receiving services and their guardian; their voices matter and will be heard without any fear of retaliation. The following is the grievance procedure.

#### **PROCEDURE:**

1. The individual with I/DD or guardian will be encouraged to resolve the problem by speaking with the person that the complaint is with.
2. If the problem cannot be worked out by discussing the situation or the person does not feel comfortable meeting with the individual alone, they can ask for a third party to be present. Ex: Case manager, family member, a friend, or staff member or someone from the People First group.
3. With the third-party present, they will be encouraged to resolve the issue. If a resolution cannot be reached, the individual with I/DD or their guardian will be asked to submit a written complaint using the "Complaint Form" located in the "Client Rights Handbook". The individual with I/D or their guardian may request the assistance of anyone they feel comfortable with to help with the written complaint.
4. After the completion of the written complaint the individual with I/DD or their guardian will submit the written complaint to the Manager of that service area or to another person they feel comfortable with.
5. A meeting will be scheduled within five working days of the receipt of the written complaint. The individual with I/DD or their guardian may request any person(s) to attend the meeting. A written determination by the Manager will be provided within five (5) working days using the "Response to Complaint Form" located in the "Clients Rights Handbook".
6. If the individuals with I/DD or their guardian does not believe that the meeting met their expectations and they are not satisfied with the outcome the person or their guardian can request a meeting with the Executive Director. This request Needs to take place within five days from receiving the written decision.

7. The Executive Director will review the "Complaint Form" and the "Response to Complaint Form", review the minutes any may meet with the parties and make a determination within five working days of the receipt of the complaint.
8. If you are not satisfied with the Executive Director's decision you can call Adult Protection and Advocacy ad 1-800-432-4682.

STAFF/LOCATION POLICY APPLIES TO: Adult Services

APPROVED BY:

---

Claudine Valerio-Salazar, Executive Director

New: 2/1/2001, Revised 4/18/07, 05/05/15