



## Grievance Policy

### I. Policy

It is the policy of Cherish to ensure that people served have the right to respectful and responsive services. We are committed to providing a simple complaint process for the people served in our programs and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

### II. Procedures

#### A. Service Initiation

A person receiving services and their case manager will be notified of this policy, in addition to all Cherish policies which are located on the Internet at <http://www.cherished1.co>. (See Policy 1 Availability of Current Written Policies and Procedures)

#### B. How to File a Grievance

1. The person receiving services or person's authorized or legal representative:
  - a. should talk to a staff person that they feel comfortable with about their complaint or problem;
  - b. should clearly inform the staff person that they are filing a formal grievance and not just an informal complaint or problem; and
  - c. may request staff assistance in filing a grievance.
2. If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the highest level of authority at Cherish.
  - That person is The Program Coordinator.
  - They may be reached at **Cherish 2506 E. Beltline Hibbing, MN 55746 (218) 263-9000**.

#### C. Response by Cherish

1. Upon request, staff will provide assistance with the complaint process to the service recipient and their authorized representative. This assistance will include:
  - a. the name, address, and telephone number of outside agencies to assist the person; and
  - b. responding to the complaint in such a manner that the service recipient or authorized representative's concerns are resolved.
2. Cherish will respond promptly to grievances that affect the health and safety of service recipients.
3. All other complaints will be responded to within 14 calendar days of the receipt of the complaint.
4. All complaints will be resolved within 30 calendar days of the receipt.
5. If the complaint is not resolved within 30 calendar days, Cherish will document the reason for the delay and a plan for resolution.
6. Once a complaint is received, Cherish is required to complete a complaint review. The complaint review will include an evaluation of whether:
  - a. related policy and procedures were followed;
  - b. related policy and procedures were adequate;
  - c. there is a need for additional staff training;
  - d. the complaint is similar to past complaints with the persons, staff, or services involved; and
  - e. there is a need for corrective action by the license holder to protect the health and safety of persons receiving services.



## Cherish

7. Based on this review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the license holder, if any.
  8. Cherish will provide a written summary of the complaint and a notice of the complaint resolution to the person and case manager that:
    - a. identifies the nature of the complaint and the date it was received;
    - b. includes the results of the complaint review; and
    - c. identifies the complaint resolution, including any corrective action.
- D. The complaint summary and resolution notice must be maintained in the person's record.

Policy reviewed and authorized by the Cherish owners at a formal Board of Directors meeting

Last policy review: 5/30/2019