



Grievance Policy

It is the policy of St. Elizabeth's Adult Day Care Center to ensure that individuals receiving support- participants receive fair and equitable treatment; to provide participants with an easily accessible procedure for expressing dissatisfaction; and to foster sound participant – staff relations through communication and ultimate reconciliation of service related problems. The participant grievance procedure is available to all participants, has been established as a primary means of meeting these policy objectives.

Site Directors are responsible for ensuring that participants under their care understand the grievance procedure, and that participants feel free to use the procedure without fear of criticism or action being taken against them that might affect their participation.

Definition of grievance

A grievance is an expression of dissatisfaction relating to a person's participation at the St. Elizabeth's Adult Day Care Center. Participants may use the grievance procedure to address application of policy and procedure, but not the existence of the policy. Recommendations for changes in policy should be directed to the administrator.

Administrative Procedure

Site Directors and participants should make every reasonable effort to resolve any questions, problems and misunderstandings that arise.

- Participants should first discuss any complaints or questions they have with their respective site manager. They are urged to initiate such discussions at the time the dissatisfaction or question arises.
- Site Directors should take positive and prompt action to answer participants' questions and resolve complaints presented to them. (Before initiating a grievance, participants may contact the Executive Director to receive guidance and assistance.)

The Grievance Procedure

Step 1:

Participant presents problem to the Site Directors and it is not resolved. The Participants then has 10 days to file a written grievance form to the Site Directors.

The Site Directors will take the following action:

1. Meet with the participant within 10 days.
2. The Site Directors will develop available facts and information relative to the grievance.
3. Site Directors will issue a written decision within 10 days and forward a copy to the Executive Director.

Step 2:

If the grievance is not satisfactory resolved in Step 1, the Participant or Caregiver may present the written grievance to the Executive Director for review.

** The Participant must begin Step 2 within 7 days from receiving the decision in Step 1. He/she will list all the grievance points as clearly as possible and justification as to why he/she does not feel the Site Directors satisfactorily resolved the grievance in Step 1.*

Administrative Offices

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Grievance Policy Continued...

* The Executive Director will:

1. Conduct a preliminary investigation for back analysis and discussion.
2. He/she will meet with both the Participant/Caregiver and the Site Directors to discuss and document each point of view.

The Department of Mental Health has regulations (DOR 2.105, DOR 2.205, DOR 2.210, and DOR 2.220) which prescribe procedures for reporting, investigating, and processing grievances of alleged violations of client's rights. The DOR entitles clients access to a grievance process which includes appeal rights if requested.

If you believe any of your rights have been violated, you have physically or verbally abused or neglected, or had a misuse of funds, you may file a **grievance form** with the person in charge of your agency, facility, or unit. An impartial review of your grievance will be conducted, and an investigation of your complaint may be initiated. A process to educate personnel and individuals a complaint shall result in no retribution.

In addition to filing the **grievance form** with the person in charge of your agency, facility, or unit, you may mail or email a copy to the Client Rights Coordinator, the Division Director of Behavioral Health, or the Division Director of Developmental Disabilities at the addresses below.

Mail

Office of Constituent Services
Department of Mental Health
P.O. Box 687
Jefferson City, Mo 65102

Email: constituentsvcs@dmh.mo.gov