

Reviewed Date: May 23, 2022

Right to Voice Grievances

Crossroads, Inc. upholds the rights of the people it serves and their legal representatives to voice grievances related to their services and supports and appeal any decisions made by the agency, its staff, and/or Board of Directors. Grievances, both formal and informal, present opportunities for growth and improvement. The grievance process should be accessible to and transparent for those who wish to use it. To that end, each person receiving services and their legal guardian(s) will receive a copy of this procedure when enrolling in services and annually each year thereafter.

This procedure will:

- Define grievances
- Provide a grievance procedure which is easy to understand for anyone wishing to file a grievance or appeal a decision
- Inform staff members, persons served, and external stakeholders of timelines related to the procedure
- Ensure that grievances, both formal and informal, are addressed and, to the best of Crossroads' ability, resolved in manners acceptable to all involved parties
- Detail process for retaining documents related to all grievances

This procedure addresses two essential processes:

1. **Informal Grievances:** An informal grievance is an expression of dissatisfaction with services made by a person served, legal guardian, family member, or another interested party. Informal grievances can be expressed to any Crossroads staff member verbally, by phone, in writing, or via email.
2. **Formal Grievances:** A formal grievance occurs when a) the informal grievance procedure did result in a satisfactory outcome, b) an incident or problem is so serious that the informal grievance process is forgone, or c) the incident in question involves abuse or harassment.

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Formal Grievance Procedure

If you want to talk to your Chief Executive Officer about a formal grievance, that means your concern is very serious. You are welcome to talk to your CEO about concerns at any time. Here’s what will happen when you file a formal grievance:

- 1) Give the Informal Grievance Form (if you completed one) to the Chief Executive Officer. Include any information about who has helped you so far. If you haven’t gone through the informal process, write your concerns in a letter or email. You can have someone write the grievance for you.
 - 2) Your CEO will contact you within five working days to talk about the concern.
 - 3) Your CEO will inform you of a decision within ten working days of the solution.
 - 4) If you are not satisfied with the decision, you may contact the Crossroads Board of Directors President. The Board President will address your concern within 10 working days and propose a solution within thirty calendar days.
 - 5) After resolution of the grievance, all materials related to the grievance will be kept in a confidential file with the Crossroads Compliance Officer.
 - 6) Active grievances will be reviewed at monthly Crossroads Board of Directors meetings. All grievances will be reviewed annually with the Crossroads Board of Directors.
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Chief Executive Officer: _____ Signature: _____ Date: _____

Describe how the issue was resolved. (Note dates of meetings and/or correspondence)

If issue was not resolved, forward to Board President.

Date forwarded: _____

Describe how this issue was resolved. (Note dates of meetings and involved parties)

- 1) _____
- _____
- _____

If you are still not satisfied with the decision, you have the right to have your concerns heard by someone outside of Crossroads, Inc. You can contact Disability Rights Iowa at 1-800-779-2502. Crossroads staff members involved in the grievance will forward all documents to Disability Rights Iowa.

Copy forwarded to Compliance Officer on _____(date)

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Informal Grievance Form

Name of person served: _____ DOB: _____ Medicaid ID#: _____

Name of person completing form: _____ Relationship to person served: _____

Date: _____

Description of concern/incident (attach additional forms, if necessary): _____

 **If this concern is about abuse, neglect, or harassment, go right to your Service Director or Chief Executive Officer.**

START HERE

Step 1: Talk to the person who is causing your concern.

If you can't talk to this person or you aren't satisfied, move to step 2.

Was your concern fixed?



How did they help you?

Date: _____ Initials: _____



Step 2: If you are comfortable, talk to a supervisor or coordinator.

Their name is _____ and their phone number is _____.

Was your concern fixed?



How did they help you?

Date: _____ Initials: _____



Step 3: If you are comfortable, talk to a manager or service director.

Their name is _____ and their phone number is _____.

Was your concern fixed?



How did they help you?

Step 4: If your grievance has not been solved to your satisfaction, you may give this form to the Chief Executive Officer of Crossroads, Inc. The CEO's name is Marc Hines and his phone number is 563-263-3545 ext. 2103

Copy forwarded to  ce Officer on _____ (date)