

LADACIN Network

Administration Procedure: **PC- 27**

References: **AD-10, Crisis Response Policy; AD-11, Emergency Management Policy; AD-32, Life Threatening Emergencies Policy; PC-11, Abuse, Neglect and Exploitation of Persons Served Policy; Conscientious Employee Protection Act (CEPA); N.J.S.A.34:19-1; LADACIN Network Information Handbook; LADACIN Network Code of Ethics, DDD Circular 14**

Effective Date: **December 7, 2010**

Revised: **March, 2013; October, 2013**

Reviewed: **September, 2011; October, 2012; December, 2014; October, 2015;**

September, 2016

SUBJECT: Client Grievance

POLICY: LADACIN Network respects the rights of children, adults, families and caregivers to be heard, informed, and involved in decision making in matters affecting them. In keeping with this, all clients of LADACIN Network, including parents and guardians, have the right to grieve about any Agency decisions impacting on their lives.

Clients/parents or guardians will be informed of the Agency client grievance procedure as part of the admissions process and Information Handbook review. Allegations of alleged abuse, neglect, exploitation, misconduct, poor practice, discrimination or violation of clients' rights by LADACIN staff is to be reported to the program supervisor without delay.


PROCEDURE:

- I. At the time of admission, all clients, and, where applicable, their parents(s) or guardian(s), will be informed of their ability to express concerns. The LADACIN Network Information Handbook will be reviewed and distributed to all clients of the Agency.

- II. Any client who has a concern about LADACIN services, staff or facilities is first encouraged to discuss the concern with his/her supervisor or case manager in an attempt to informally resolve the matter. However, any client, parent or guardian who believes his/her rights have been violated is encouraged to follow the steps outlined below.
 - A. The client, parent or guardian should contact the Program Coordinator/ Principal at their location and attempt to resolve the concern. The Coordinator/Principal will investigate the alleged concerns.
 - B. The initial contact can be in writing, by phone or in person. The Coordinator/Principal is expected to schedule a meeting as soon as possible to discuss the concerns and/or allegations.
 - C. The client or parent/guardian should be prepared to state how his/her rights have been violated, by whom, and when the alleged violation occurred.

- D. If the concern cannot be resolved at this step, a formal written grievance may be filed.
- III. The client or parent/guardian will present the grievance in writing to the Program Director within five (5) working days of the scheduled meeting with the Coordinator/Principal.
- A. If unable to do so in writing, the case manager or client's appointed representative can assist in putting the complaint in writing for the client or parent/guardian. All complaints must be dated and signed by the client or parent/guardian.
 - B. At the time it is received, the written grievance shall be dated and signed by the Program Director and a copy returned to the client or parent/guardian.
 - C. The Program Director will meet with the client or parent/guardian within five (5) working days of receipt of the written grievance to resolve the complaint and/or assure the violation is corrected.
 - D. If the grievance is resolved, all documentation, including a signed written resolution, shall be forwarded to the Associate Executive Director.
 - E. Any grievance not appealed within five (5) working days of its disposition shall be considered settled on the basis of the signed written resolution and shall not be subject to further appeal and or review.
- IV. If the grievance remains unresolved, the Associate Executive Director will meet with the client or parent/guardian and Program Director within three (3) working days of the receipt of all documentation involving the complaint.
- V. If the grievance cannot be resolved by the Associate Executive Director, the client or parent/ guardian may request a meeting with the Executive Director.
- A. All documentation regarding the grievance will be forwarded to the Executive Director.
 - B. The Executive Director may request a meeting with the client or parent/guardian within five (5) days of receipt of the grievance packet.
 - C. The Executive Director may determine the recommended resolution of the Program Director/Associate Executive Director to be satisfactory.
 - D. If the answer is not satisfactory, the Executive Director may determine an alternate resolution.
- VI. If the grievance remains unresolved for the aggrieved, the client may refer the written grievance and supporting documentation to the Professional Services and Personnel Committee of the Board of Trustees who will review the grievance within ten (10) business days of receipt and make a recommendation as to the disposition of the grievance.
- A. Final disposition of the grievance may involve full participation of the Board of Trustees.
 - B. Final disposition may take no more than 30 days or until the next meeting of the Board of Trustees.

- VII. The following telephone numbers are available to assist clients/parents/guardians who may want to report their grievance to an outside resource:
- A. Adult Services
 - 1. NJ Division of Developmental Disabilities hotline: 609-292-4500.
 - 2. Commission on the Accreditation for Home Care: 908-508-1200.
 - 3. Office of the Ombudsman: 800-624-4262.
 - 4. Monmouth County Adult Protective Services: 732-531-9191.
 - 5. Ocean County Adult Protective Services: 732-286-3819; after hours: 732-240-1600.
 - 6. NJ Division of Consumer Affairs: 800-242-5846.
 - 7. NJ Transit: 973-491-7000.
 - B. School Program
 - 1. Student's Case Manager from the sending school district.
 - C. Child Care
 - 1. Office of Licensing: 877-667-9845.
 - 2. Department of Children and Families, Monmouth County Office: 609-777-5945.
 - D. Early Intervention Services
 - 1. Procedural Safeguards: 877-258-6585.
- VIII. LADACIN Network will not retaliate against any client or parent/guardian who files a grievance.



Patricia Carlesimo, Executive Director

September 2016
Date