

<b>Policy Name:</b>	<b>Concerns or Complaints Policy</b>
<b>Policy Location:</b>	Program Manuals
<b>Applicable to:</b>	All Catholic Charities Chemung-Schuyler Programs
<b>Date of BOD Adoption:</b>	1/10/07, 11/14/2007, 2/18/2013
<b>Effective Date:</b>	4/12/06, 6/2016
<b>Date(s) of Revision:</b>	4/30/07, 10/23/07, 06/29/2011, 1/2012, 1/2013, 6/2016; 2/2018
<b>References:</b>	NYS Office of Mental Health Title 14 Chapter XIII Part 595; HUD: Tenant Rights, Laws and Protections: New York; Fair Housing Act

**PURPOSE:** The concerns/complaints process is established to ensure a grievance procedure that objectively reviews the issues, timely resolution and adequate documentation and to ensure that participants have contact information for regulatory bodies which govern the program.<sup>1</sup>

**POLICY**

1. Catholic Charities Chemung-Schuyler (CCCS) respects the dignity of each human person. When disputes, disagreements, and misunderstandings occur, it is important that they be resolved in a fair, timely fashion, and in a manner that promotes healing of the relationship among the parties.
2. The general guiding principle is to provide good customer service at the point of contact and resolve any complaints at the lowest level within in the organization’s structure.
3. Instructions on how and where to file a complaint will be posted in all locations including contact information for Catholic Charities Chemung Schuyler complaints as well as the agency’s Corporate Compliance Hotline.
4. All complaints received, verbally or in writing, will be logged and tracked in a secure electronic file accessible only by the Quality Management & Compliance Officer (QMCO) and Executive Director (ED).
5. It is the participant’s right to file a concern or complaint with state and federal protection agencies. The contact information will be posted in all locations.

1 NYS Office of Mental Health Title 14 Chapter XIII Part 595; Section 595.10(a)(2)(vii)

2 HUD: Tenant Rights, Laws and Protections: New York

3 Fair Housing Act



## PROTOCOL

1. Consumers and participants are encouraged to lodge complaints in writing using the 'Concerns- Complaint Form' and can receive assistance from staff in using the form. Complaints will be written using the participant's words.
  - 1.1. Verbal complaints will be redirected to the appropriate staff, case manager or supervisor for resolution.
  - 1.2. In all instances, a 'Concerns-Complaint Form' must be completed by the participant, staff or the supervisor.
  - 1.3. "Concerns or Complaint" forms can be found at the drop-boxes located at all CCCS offices.
  - 1.4. Completed forms can be dropped off at any of the drop-boxes, or at the monthly "Participant Panel" meeting, or directly to a staff member.
  - 1.5. A member of the Quality Management Department is responsible to collect the forms from the drop-boxes. All other forms are to be delivered to the Quality Management Department.
2. Staff receiving a complaint will notify the QMCO via email upon receipt of complaint.
  - 2.1. The complaint will be logged on the secure complaint log by the QMCO. The complaint log will be located in a secured, protected folder, accessed only by the QMCO and ED.
3. The "Concerns or Complaints Form" will be forwarded to the appropriate supervisor for review and resolution who will make every effort to discuss the concern or complaint with the participant within two (2) business days of receipt of the complaint. The supervisor will notify the QMCO by email to log the outcome of the meeting and will notify the participant/complainant of the resolution.
  - 3.1. In the event the complaint is not resolved, the QMCO will notify the immediate unit supervisor, program director or Executive Director for resolution within five (5) additional business days. The Director will attempt a resolution and may convene a meeting of the relevant parties involved to attempt a resolution. The supervisor will notify the QMCO by email to log the outcome of the meeting.
  - 3.2. If any of the above-identified parties are absent, the determination will be deferred until their return or a representative acceptable to all parties is available.
  - 3.3. If internal resolution is unsatisfactory, the participant will be given a copy of the original Concerns-Complaint Form if they want to contact the appropriate state or federal agency.
4. The complaint will be logged, monitored and tracked by the QMCO.
  - 4.1. The QMCO will keep the "Concerns or Complaints Form" on file.
  - 4.2. The QMCO will compile a summary and report to the agency's BOD Sub-Committee on a quarterly basis.