

Madonna Employment Service Program

13A Prompt Action on Complaints & Grievances

NAC 4-009

Complaints and grievances will be addressed / filed on behalf of individuals served:

Individuals served, legal representatives, staff, and other representatives will be allowed to file complaints. In addition, they may also file a complaint elsewhere. The President of Madonna or Director of the program will take complaints, while all formal grievances must be submitted to the President of Madonna as stated below. The President or Director may offer informal reconsideration. Appeals will go to the Advisory Committee with possible further appeal to the Madonna Board. Complaints will be reviewed as they are submitted and addressed within 1 working day.

The complaint and grievance process will be discussed as an individual enters the program and repeated annually. Documentation of all complaints and grievances, the resolution, and the response to the complainant will be filed.

At any time during the complaints and grievance process, the client and their legal guardian can seek legal counsel and schedule a court date.

What is a complaint?

A complaint is an oral expression of dissatisfaction with us or provider services. A quality of service concern addresses the appropriateness of service given to an individual. It can involve our services, access, availability, or attitude of Madonna staff.

How to register a complaint.

To register a complaint, call Madonna at (402) 556-1883 to speak to the Director or President, or to arrange to speak to either one in person.

What is a formal grievance?

A grievance is a written expression of dissatisfaction our provider services. If the individual or his or her family or guardian does not think a complaint was adequately resolved over the phone or in person, or they wish to file a formal grievance, they must submit it in writing.

How to file a formal grievance.

Your written grievance must be sent to:

President

Madonna Employment Services
6402 North 71st Plaza
Omaha, NE 68104

Please include:

Name of individual served
The nature of the grievance
Any other information that may be helpful for the review

A response will be mailed within 30 business days after we receive a written grievance. If the individual and family/guardian are not satisfied with Madonna's response, they have the right to

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elevate the grievance through an appeals process. Each level of the grievance procedure is reviewed by a separate panel.

What is an informal reconsideration?

In addition to an individual or family's right to appeal, they can speak with the Director for an informal reconsideration of the complaint or the circumstances surrounding it. An informal reconsideration is the President's or Director's request to speak with the individual, family or guardian about Madonna's response to the grievance. An informal reconsideration is typically based on submission of additional information or a peer-to-peer discussion. We will conduct an informal reconsideration within one working day of the receipt of the request and update Madonna response to the grievance accordingly and as needed.

What is an appeal?

An appeal is a written request to change Madonna's response to the grievance. We recognize that disputes may arise and individuals and their families/guardians may not agree with all or part of Madonna's response to their grievance. We consider requests to change our response or services offered through an individual's ISP as an appeal. An appeal will be brought before the Adult Services committee.

If individuals or their representatives are not satisfied with the outcome of their appeal(s), they are entitled to an additional appeal to be heard by the Madonna Board of Directors.

Follow-up plan

Below shows the form Madonna will use to follow up appropriately when dealing with complaints and grievances.

Follow Up Plan / Action Plan for Complaints and Grievances:

Date of Incident: _____ Name of Individual Served: _____

Recommendation	Supervisor's Plan of Action	Persons Responsible	Completion Date	Signature & Title

AT ANY TIME DURING THE GRIEVENCE PERIOD, THE LEGAL GUARDIAN CAN SEEK LEGAL COUNSEL AND SCHEDULE A COURT DATE

I hereby acknowledge I have reviewed and received the above policy for Prompt Action on Complaints & Grievances NAC 4-009

Client Signature: _____ Date: _____

Legal Guardian Signature: _____ Date: _____