

Madonna Employment Service Program

Prompt Action on Complaints & Grievances

Title 404 NAC 5-003

Complaints and Grievances will be Addressed/Filed on behalf of Participants Served – Participants services, legal representatives, staff, and other representatives will be allowed to file complaints and grievances. In addition, they may also file a complaint and grievance elsewhere. The Director of the program will take complaints and grievances; the 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 in a timely manner. At any time during the grievance period, the legal guardian can seek legal counsel and schedule a court date.

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

What is a Complaint – A complaint is an oral expression of dissatisfaction of our provider services. A quality-of-service concern addresses the appropriateness of service given to a participant. 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 schedule a meeting.

What is a Formal Grievance – A grievance is a written expression of dissatisfaction of our provider services. If the participant 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:

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

Please include:

Name of participant 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 participant and family/guardian are not happy with Madonna's handling of your grievance, they have the right to elevate their grievance through the appeals process. Each level of the grievance procedure is reviewed by a separate panel.

What is an Informal Reconsideration – In addition to a participant’s or family’s right to appeal, they can speak with the Director or President for an informal reconsideration of the complaint or the circumstances surrounding it.

An informal reconsideration is the Director’s or President’s request to speak with the participant, family or guardian about a decision that we have made. 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 week of the receipt of the request.

What is an Appeal – An appeal is a written request to change a prior decision that we have made. We recognize that disputes may arise between participants and Madonna. An appeal will be brought before the Advisory Committee. A response will be mailed within 30 business days after we receive a written appeal.

If participants 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.

Follow-up Plan – Below shows the format Madonna will use to take action and follow up appropriately when dealing with complaints and grievances.

Follow Up Plan / Action Plan for Complaints and Grievances:

Date of Incident: _____ Name of Participant 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 5-003

Participant Signature: _____ Date: _____

Legal Guardian Signature: _____ Date: _____