

Easter Seals Western and Central Pennsylvania	ODP Service Offerings Grievance Procedures	Date: 7/1/2021
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POLICY

It shall be the policy of Easter Seals Western and Central Pennsylvania, ODP service offerings to provide grievance processes if a complaint is desired to be brought forth by an individual, the individual's family, advocate, or anonymous source to assure investigation and resolution of complaints.

TRAINING

Upon admission and annually thereafter, Individuals, and those designated by the individual, will be provided with:

- Explanation of their right to file a complaint
- A copy of the Grievance Procedure that explains the process for filing a complaint (Forms will also be available upon request and are posted within the site).
- An acknowledgment form indicating understanding of the Grievance Procedure

PROCEDURE

1. An individual who has a concern or grievance should first discuss the issue with the direct supervisor. If the direct supervisor is not the appropriate individual the individual should discuss the issue with the next level of supervision.
2. If the issue has not been resolved between the individual and the direct supervisor, the person should prepare a written summation of the problem, using the appropriate Grievance Form, and bring the matter to the attention of the Program Director. This ability extends to the guardian acting on behalf of the individual for all steps in the grievance process.
3. If completing a written documentation of the complaint is not feasible, an alternative agreed upon method is permissible and Easterseals shall offer necessary assistance to the individual(s).
4. If the issue is not resolved at the previous level (Supervisor / Program Director), the individual is entitled to discuss their grievance with the Vice President of Programs and Business Development. Once elevated to this level, Vice President Programs and Business Development will provide response.
5. If the issue is not resolved at the previous level, the individual is entitled to request a meeting with Vice President Compliance / Quality Assurance. This employee will share the details of the grievance with Easterseals Quality Management Committee. This committee which will formulate an agreed upon recommendation, in writing, that will be presented to the President / CEO.
6. After reviewing the recommendation of the Quality Management Committee, the President / CEO will determine the disposition of the issue.
7. For each step of the process, a decision must be rendered within five working days. All discussions and/or meetings regarding the issue between the individual(s) filing grievance, direct supervisor, program director / department head, Vice President Program/ Business Development, and the Quality Management Committee must be recorded in writing, signed by the individual, and filed.
8. Easterseals shall document the following information for each grievance filed:

- A. The name, position, telephone number, email address and mailing address of the initiator of complaint, if known.
 - B. The date and time the complaint was received.
 - C. The date of the occurrence, if applicable.
 - D. The nature of the complaint.
 - E. Easterseals investigation process, findings and actions to resolve the complaint.
 - F. The date the complaint was resolved.
9. Internal appeal rights do not extend beyond the President / CEO.
 10. If the issue is not resolved in a manner suitable to the individual filing the grievance, "County Conference" and "Fair Hearing" is available and should be suggested to the person(s) filing grievance.
 11. The deadline may be extended beyond five days, in certain circumstances, i.e. availability of personnel, etc.
 12. The disposition of any issue will not be considered as precedent setting.
 13. Easterseals shall assure that there is no retaliation or threat of intimidation relating to the filing or investigation of a complaint.
 14. All grievances will be resolved within 30 days.
 15. ESWPCA will review filed grievances at least annually to determine the number of grievances and their disposition for trend analysis.

By signing below, I acknowledge that I have read, had explained and been provided with a copy of the Grievance Procedures. If I do not understand what I have read, had explained and been provided a copy of, I may ask Easterseals Western and Central Pennsylvania Personnel to further explain.

Individual's Signature :	Date:
Individual's Printed Name:	
Guardian Signature (if applicable):	Date:
Witness Signature:	Date:



ODP Service Offerings

Individual Grievance

Individuals Name:	Phone Number:	Address:
Name of Individual Filing Grievance:	Date of occurrence, if applicable:	
Details / Nature of complaint:		
Investigative process, findings		
Actions to resolve the complaint:		
What steps should be considered to avoid repeat of the problem?		
Corrective Action Designee:		
Date Resolved: (No longer than 30 days form original grievance)	Signature of person Completing Form:	



Employee Acknowledgement Form:

Grievance Procedure Policy

I acknowledge that I have received and read the Grievance Procedure Policy, and/or had it explained to me. I understand that it is my responsibility to abide by all rules contained in the policy, to include assisting an individual / their guardian in filing a formal grievance, upon their request for assistance.

I acknowledge that I will be alerted when changes and updates are made to the Grievance Procedure Policy and will be responsible for reading and complying with these updates.

Employee/Volunteer's Printed Name

Employee/Volunteer's Signature

Date

Supervisors Signature

Date