

HOPE HAVEN, INC.  
CLIENT GRIEVANCE REPORT

Person completing form: \_\_\_\_\_ Date: \_\_\_\_\_

Person's Served Name (if different than person completing form): \_\_\_\_\_

Describe Grievance:

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THIS SECTION FOR OFFICE USE ONLY

**Action Taken**

1. Service Coordinator: (Date: \_\_\_\_\_ )
  
2. Manager, Area Manager (if applicable) and Director of Service Area: (Date: \_\_\_\_\_ )
  
3. Team Appointed by CEO/Chief Operations Officer: (Date: \_\_\_\_\_ )

**Note: The time to resolve or advance to the next step should not be beyond 16 days.**

## GRIEVANCE STEPS

These are steps you or your family can take if you have a problem that is not being solved when you talk to staff members. You/your family's due process rights are protected in filing a grievance. There will be no retaliation (getting back at you/your family) for filing a grievance. Also, filing a grievance will not result in a barrier to your services at Hope Haven.

If you are unhappy with a particular action, you have 30 days to bring your grievance to your Service Coordinator.

Describe your grievance on the "Client Grievance Report" form. You can ask anyone (staff member, your family members, or your case manager/ care coordinator) to help you write the grievance. Then bring the grievance report to your Service Coordinator.

1. Your Service Coordinator will:
  - Review your Grievance Report.
  - Meet with you and/or your guardian to discuss your grievance, and try to resolve it with you.
  - Document on the Grievance Report any action taken to this point and any resolution reached.
  - Send the report to you and/or your guardian and others who may be involved in a significant way within 16 working days of receiving the grievance.
  - Send completed report and attached documents to Director of Service Planning who will distribute to appropriate individuals (resolved or unresolved).
  
2. If the grievance is not resolved in step one, you may take your Grievance Report to the Manager or Director of Services where you have your grievance. The Manager, Area Manager (if applicable) and Director will work together to:
  - Review your Grievance Report.
  - Meet with you and/or your guardian to discuss your grievance, and try to resolve it with you.
  - Document on the Grievance Report the additional action taken and any resolution reached.
  - Send the report to you and/or your guardian and others who may be involved in a significant way within 16 working days of receiving the grievance
  - Send completed report and attached documents to Department Director who will distribute to appropriate individuals (resolved or unresolved).
  
3. If the grievance is still not resolved, you may take your Grievance Report to the Chief Executive Officer or Chief Operations Officer. The Chief Executive Officer or Chief Operations Officer will appoint a team composed of various agency Directors.  
This team will:
  - Review your Grievance Report.
  - Meet with you and/or your guardian to discuss your grievance, and try to resolve it with you.
  - Document on the Grievance Report final resolution.
  - Send the report to you and/or your guardian and others who may be involved in a significant way within 16 working days of receiving the grievance.

If you desire, you may seek legal counsel at any point in trying to resolve the problem. Your Service Coordinator will help you in contacting legal counsel or an advocacy group if you request it. Besides attorneys in the communities where Hope Haven provides services, an additional resource available to you for legal counsel is Legal Services Corporation of Iowa (Sioux City office: 712-277-8686). You are responsible for any costs that may be incurred for legal counsel that you choose.

Your Service Coordinator will be available as needed to assure that reports from each stage of the Grievance Process and the final resolution will be communicated to you and/or your family in a way that you/they understand.

Upon grievance resolution regardless of which stage they are at, copies of **All** Grievance Reports will be forwarded to the Director of Quality Assurance by the Director in which the resolution ended.