

## Grievance Process

Every individual, and/or his or her guardian or personal representative, has the right to file grievances related to services. A grievance is a formal complaint, and can be about an employee, a program, a violation of an individual's rights, or unhappiness with services and supports. This process is to be used when efforts taken by an individual/representative to resolve a concern on their own have not been effective or has not met with a result that is satisfactory. Individuals will receive information about the grievance process at the time of intake into a service at Wildwood, and as the need arises. Individuals or their representatives can file grievances either verbally or in writing by using the "Grievance Form". Staff receiving the grievance will document their efforts to respond to and resolve the issue on the "Grievance Resolution Form."

The following process shall be utilized for grievances:

1. It is recommended that grievances first be filed informally with the direct program staff who shall attempt to resolve the issue. The individual or the person's representative can make the grievance in writing or verbally. The staff shall document the issue(s) and steps taken to resolve any objections on the "Grievance Resolution" form and submit it to their Supervisor/Program Director for review. The Supervisor/Program Director will forward the completed form to the Compliance Officer.
2. If satisfaction is not reached with the program level staff, the issue may be raised either in writing or verbally with the Supervisor/Program Director. The Supervisor/Program Director shall document the issue(s) and steps taken to resolve any objections on the "Grievance Resolution" form and submit it to the Compliance Officer.
3. If satisfaction is not reached at the Supervisor/Program Director level, the issue may be raised with the Chief Operating Officer either in writing or verbally. The Chief Operating Officer shall document the issue(s) and steps taken to resolve an objection on the "Grievance Resolution" form and submit it to the Compliance Officer.
4. If a resolution cannot be reached at the Chief Operating Officer level, the issue may be raised with the Chief Executive Officer either in writing or verbally. The objecting party shall be given the opportunity to submit a formal, written objection requesting a hearing to the Chief Executive Officer. Within five working days of receipt of a formal written objection a hearing shall be scheduled before the Chief Executive Officer with no less than 10 days notice. A written decision by the Chief Executive Officer shall be sent to the involved parties within ten working days of that conference.
5. If the objecting party is not satisfied with the decision by the Chief Executive Officer, formal appeal in writing may be made to the appropriate state oversight authority, such as OPWDD, State Education Department, or ACCES-VR.

6. The Compliance Officer will forward all Grievance forms as appropriate to program administration and the Chief Operating Officer. The Compliance Officer will also ensure that all Grievance forms are reviewed on at least an annual basis, that trends are identified, and actions are taken to address issues as necessary.

**FOR OPWDD-FUNDED SERVICES ONLY:**

For any provider-initiated proposal to reduce, suspend, or discontinue services, or discharge a person receiving services, Wildwood Programs will follow 14 CRR-NY 633.12 regulations.