

COMPLAINT RESOLUTION

Provider Manual-Chapter 2.6

A. Policy

The DIDD Seating and Positioning Clinic employees support persons receiving services personally or through legal representatives and/or involved family members/friends to present complaints regarding the provision of services and be assured resolution to complaints.

B. Objectives

1. To provide a procedure for person receiving services, involved family members and/or their legal representatives to express complaints regarding the provision of services.
2. To describe complaint resolution procedures.

C. General Procedures for Complaint Resolution:

1. The DIDD Seating and Positioning Clinic employees will provide a copy of the complaint resolution policy to persons receiving services, involved family members and/or legal representative prior to the initiation of evaluation.
2. All attempts will be made to resolve complaints at the most local level whenever possible.
3. Complaints or other issues may be presented verbally or in writing, in person or by phone or mail to the Seating and Positioning Clinic Director/lead clinician.
4. The Director/Lead clinician will respond to the issue within 2 working days following receipt of the complaint.
5. If necessary, a meeting will be held with all involved parties to discuss the issue and develop a plan for resolution.
6. All complaints will be resolved within 30 days from the receipt of the complaint unless other levels of involvement within DIDD or mediation are required.
7. When the issue is resolved, the Director will document the resolution in the agency's internal complaints tracking system.
8. At any time, or if the issue is not brought to an acceptable resolution within a timely manner (no longer than 30 days), the provider or complainant/person receiving services can request assistance from the DIDD Customer-Focused Services Unit to achieve resolution.
9. The Director will log and track all complaints and the resolution of complaints in order to use the information during the agency's self-assessment process to utilize trends and patterns in order to initiate actions that will promote systemic improvements. The following will be tracked:
 - Date complaint received
 - Name of complainant
 - Contact information of complainant
 - Name of person receiving services
 - ISC/CM and support agency names (as applicable)
 - Description of complaint
 - Resolution
 - Date of resolution
 - Date provider confirmed resolution with complainant
10. Retaliation by any employee of this agency against a complainant will result in disciplinary action and possible termination.
11. All Complaint Resolution System records will be made available to DIDD Central Office upon request.



RECEIPT OF COMPLAINT RESOLUTION POLICY

Regarding: _____

Each person served has the right personally or through family, advocates, legal conservators, or supporters to present concerns and to recommend changes in services.

No agency or staff member shall retaliate against or, in any manner, discriminate against any person because of a complaint made in good faith against the agency or a staff member of the agency.

I have reviewed the Complaint Resolution Policy for the DIDD Seating and Positioning Clinics:

Signature: _____

Date: _____