

Participant Grievance Procedures



Definitions:

The Participant Grievance Procedure provides a structured process for you to voice concern or complaints about the services you have or are currently receiving and to seek legitimate resolutions to those concerns or complaints.

Purpose:

The Participant Grievance Procedure documents your complaints and the efforts of NWFS to resolve those complaints in order to ensure that services are maintained at competent levels of quality.

Procedures:

There are two types of grievances that can be made when you, the NWFS' participant, believe you have been unfairly treated regarding services received.

An Informal Grievance:

All grievances should be resolved informally, whenever possible. NWFS encourages you to seek resolution directly from the staff person(s) in question. To make an Informal Grievance or complaint, you, the participant, should bring your complaint to the NWFS staff person who is directly involved in the situation if at all possible. If that approach is not an option, the program supervisor could contact you to discuss your concerns or will arrange and facilitate a meeting/conversation if necessary within eight (8) working days. You should explain your complaint as clearly as possible. Once the complaint is understood, agency staff should be prepared to suggest possible solutions to the problem. We will try to find solutions that will satisfy all parties involved. If possible, Informal Grievance steps should be completed before filing a Formal Grievance.

If the grievance concerns issues of inappropriate conduct on the part of the staff person, then you should direct your concern in written to the program supervisor or Executive Director. Circumstances of alleged sexual harassment, fraud, unethical behavior, or highly unprofessional conduct on the part of any Northwest Family Services staff member are to be reported immediately to the Executive Director and a formal investigation will occur.

If you have questions about this Notice, please contact Northwest Family Services Office at 503-546-6377 or speak with the Manager of the program from which you received services. Northwest Family Services will not intimidate, threaten, coerce, discriminate against, or take any other form of retaliatory action against any person filing a complaint or inquiring about how to file a complaint.

A Formal Grievance:

After following the Informal Grievance procedure, if you still feel a need to file a formal complaint, please complete a COMPLAINT/GRIEVANCE FORM and email (service@nwfs.org), mail or hand-carry this form to our main office located at 6200 SE King Road Portland, OR 97222, attention to the QA/QI Department. This document is available in English, Spanish and Russian, and can be provided to you upon request in alternate formats for individuals with disabilities. Reply envelopes are also provided to mail the completed COMPLAINT/GRIEVANCE FORM. Forms and envelopes are always available in our main office reception area, and you can print forms from our website www.nwfs.org. We encourage you, if the informal resolution was not possible, to submit your complaint directly to the NWFS office by email, mail or delivering it in person.

In cases of alleged sexual harassment, unethical behavior, or highly unprofessional conduct, you may bypass any of the steps in both grievance procedures, and direct your concern in writing to the Executive Director at any time. The Executive Director has sole and final authority in determining a resolution to Formal Grievances.

Your formal complaint regarding service/s received through NWFS will be processed in the following manner:

1. First, the complaint is to be reviewed and responded by the Quality Assurance/Improvement Specialist.
2. The QA/QI Specialist will send you an INITIAL COMPLAINT RESPONSE LETTER within eight (8) working days from the receipt of the complaint.
3. The NWFS Supervisor responsible for the program will contact you as soon as possible, but no later than sixteen (16) working days after receiving the complaint. (This could take more than sixteen (16) days if you do not provide a phone number.) If the complaint is about an employee, the employee will be notified about the complaint. The employee has the right to respond to the complaint, and may be present at any meeting or phone conference that is held. Employees will not take action against you, the participant filing a complaint.
4. Complaints that are not resolved at this meeting will be reviewed by NWFS QA/QI Committee, and you may be contacted again for another meeting or phone conference.
5. Complaints that are not resolved at the committee level will be directed to the Executive Director, and you will receive a written decision in no more than 30 days from the INITIAL COMPLAINT RESPONSE LETTER.
6. Your COMPLAINT/GRIEVANCE FORM, and any other documentation for the case, will be kept by the QA/QI Specialist.

Revised on 5/13/2016 by Iliana Fontal

S:\Office Support\Forms\QA-QI forms