



## Member Grievance Policy and Procedure

**Title:** Member Grievance

**Policy:** Park Center has a process in place by which members can express complaints related to care or services provided to them. This process provides an opportunity for members to have their dissatisfaction and/or comments investigated and resolved within a timely and professional manner. All Title VI complaints will be referred to the Title VI Coordinator.

**Purpose:** To provide members with a meaningful way to seek resolution, in a confidential and non-threatening manner, whenever they feel dissatisfied, unfairly treated, or want to appeal a decision made regarding the discontinuation of services.

**Definition:** A formal grievance is defined as any situation in which the member wishes to express discontent or significant concern about the care or services provided to them.

**Procedure:** The grievance procedure is generally a 3-step process, however, the complaint may come in any order and does not have to follow a specific sequence:

**Step 1:** The member initiates the complaint by speaking with any available Park Center staff member. Should the member not be comfortable discussing the issue with available staff or feel unsatisfied with the outcome, they should proceed to step 2.

**Step 2:** The member explains the details of the complaint and what resolution they are seeking to the program supervisor where services are received. The program supervisor will work with the member to resolve the issue. Should the complaint remain unresolved or the member is not satisfied with the consideration given by the program supervisor, they should proceed to step 3.

**Step 3:** The member files a formal complaint with the Quality Assurance (QA) Supervisor. Within 3 business days of the complaint being filed, the QA Supervisor will investigate the complaint and attempt to resolve it. Timeframe for resolution will vary according to each situation but efforts will be made to resolve complaints within 3 business days. Should an investigation last more than 3 business days, all involved parties will be kept updated as the investigation progresses. If the complaint or investigation involves specific employee actions or inactions, the QA Supervisor will work in conjunction with the Director of Human Resources in the course of the investigation. The investigation will consist of meeting directly with the member to discuss the details of the complaint and what resolution they are seeking in addition to meeting with staff and other members involved in the complaint. The member will be informed either via telephone or in writing of the outcome of the investigation. All formal

complaints filed will be tracked and reported to the Quality Committee. A formal analysis of complaints is done annually and documented in the Performance Improvement Report.

Should the member be unsatisfied with the results of investigation/resolution of the complaint in Step 3, the QA Supervisor will refer them to external authorities outside of Park Center. External authorities may include agencies such as the member's health plan provider, Adult Protective Services, professional licensing boards, TN Mental Health Consumers Association, or other appropriate agencies that may serve as an advocate for the individual. Phone numbers for external reporting authorities will be made available to members.

Members have the right to express concerns or grievances without fear of reprisal. Voicing a complaint or concern will NOT result in retaliation or barriers to services.

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Date Approved: \_\_\_\_\_

*Will Connelly*

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Will Connelly  
President/CEO

*Webb Campbell*

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Webb Campbell  
President, Board of Directors