

GRIEVANCE PROCEDURE



A grievance is defined as a perceived injustice or unfair treatment that a client feels has been incurred within a STEL Program.

There are two parties in every grievance:

- ◆ The Petitioner/Resident - the person who registers the grievance.
- ◆ The Respondent/Staff Member - the person who has been complained against.

The Objectives:

- ◆ To encourage the prompt and equitable resolution of grievances of clients as they arise.
- ◆ To provide recourse by orderly procedures for the satisfactory adjustment of complaints.

STEPS IN GRIEVANCE PROCEDURE

Every step must be documented before proceeding the the next step.

- ◆ Written Statement of grievance by Petitioner to Residential Manager and assistance with writing skills will be provided as needed. *(If grievance is against the Residential Manager, Petitioner will report to Quality Assurance Director.)*
- ◆ Residential Manager informs QA Director by the next business day.
- ◆ QA Director meets with Petitioner to discuss grievance within two weeks from the date the grievance was filed.
- ◆ QA Director investigates grievance.
- ◆ QA Director meets with Petitioner to relay investigation findings within four weeks from the date the grievance was filed.
- ◆ If grievance is against QA Director, the Executive Director will investigate and will meet with Petitioner to relay investigation finding.
- ◆ If grievance is against the Executive Director, QA Director will investigate and report findings to President of STEL Board of Directors and Petitioner.

Please complete the form and enclose in the self-addressed envelope for the QA Director.

If you believe you have been the victim of abuse or neglect, you can call the New York State Justice Center Vulnerable Persons Central Register Hotline at [1-855-373-2122](tel:1-855-373-2122).

GRIEVANCE REPORTING INVESTIGATION FLOW CHART

