

Policy: Grievances of Persons Served

Revisions: 7/07; 12/08; 08/10; 6/16; 1/17;  
3/22; 8/24

Policy #: 316.1

Reference: APSM 30-1;  
NCAC 27G.0201(a)(18)

**Policy:** Easterseals PORT Health encourages the people it serves and supports to share their concerns and grievances with the organization and provides a structured format for expressing concerns or grievances.

**Purpose:** To provide a consistent and structured grievance process.

**Procedure:** During enrollment and annually thereafter, an Easterseals PORT Health representative will provide explanation in a manner the individual and/or legally responsible person can understand the procedure and method around filing a grievance.

In the course of providing any service, there may be individuals who are unsatisfied with the support s/he is receiving. ESPH encourages all persons to seek to resolve differences with the staff member who is directly involved, or with that staff person's supervisor. We recognize dissatisfaction as an opportunity to improve our services and encourage the individuals we serve to advocate for what they want. We believe that most disagreements can be resolved in this way, and that such direct communication is more empowering for all involved. Individuals have the option to voice their concern through multiple outlets such as: Immediate supervisor, QM, Ethicspoint. As such, complaints are defined as those issues which are brought up directly between the individual and/or family member/advocate and the agency and resolved at the local program level. Complaints, thus defined, are not tracked within QM. Complaints must be tracked at the program level using Ethicspoint.

In the event that this direct communication is unsuccessful, individuals served may wish to file a Grievance utilizing a written form or contacting Ethicspoint directly. A Grievance may be filed either in writing or verbally. Grievances are directed to the regional QM Director. The QM Director reviews, investigate and respond to the complainant. The Regional Director will be informed and participate in decision making. If the person served is dissatisfied with the outcome, s/he may appeal this decision to the President/CEO, whose decision is final. Grievances are documented in Ethicspoint and rights-related issues are reviewed with the HRC.

There is not a required form for filing grievances, as they may be filed verbally as well as in writing. However, a sample document is included in the General Service Application Handouts. In addition, each program is responsible for informing individuals they serve of the right to inform the local MCO consumer advocate. The information will be included on the General Service Application and posted in the local administrative office.

**Addendum: Group Homes**

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In the case of an individual residing in a HUD Group Home owned by Easter Seals United Cerebral Palsy NC Housing, Inc. they can contact the Greensboro HUD field office at 1500 Pincroft Road, Suite 401, Greensboro, NC 27407. (Phone: 336.547.4000)