

HELPING HEART, LLC

Grievance Policy

Helping Heart, LLC will maintain the following grievance procedure:

1. We will make all attempts to resolve any conflicts between the consumer, the consumer's family/caregiver(s), legal guardian and others at our agency through discussion and meetings.
2. If the conflict continues to be an issue after discussion and/or meetings, the consumer or family/caregiver/legal guardian may request in writing or verbally a review by the agency. The requesting person may utilize the agency's Grievance Report.
3. We will review the written request for the grievance and document the grievance in a log to include:
 - Name of person requesting review
 - Relationship to the consumer
 - Date grievance was made
 - Nature of grievance
 - Date of resolution
 - Date written resolution was provided to the consumer or person requesting review, WSC, and APD.
4. We will notify the Support Coordinator of the consumer for review of the grievance.
5. Written resolution will be documented and placed in the consumer's file.
6. If after 30 days, resolution is not achieved, we will provide the consumer or the requesting party any and all appropriate contact persons at the APD Program Office for further review of the grievance.

I certify with my signature I have read and understand the above procedure. I understand that the policy allows me as the consumer to file a grievance against Helping Heart, LLC and that a response must be made to me. I also understand if I am not satisfied with the resolution, that I have further options to pursue my grievance.

Consumer

Date

Parent/Guardian/Caregiver

Date

Staff

Date