



Lifelong, Inc.

750 W. Hampden Avenue Suite 450, Englewood, CO 80110-2213
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www.lifelonginc.com

Lifelong, Inc. Grievance/Complaint Policy and Procedures

08/2024

2 CCR 502-1 (2.8) Dispute and Grievance Resolution

- A. If a client believes any of their rights have been violated, Lifelong, Inc. Office Manager, Bee Carter, may be contacted at (303)573-0839. The Department of Regulatory Agencies (DORA), (303) 894-7855 and Colorado Behavioral Health Administration (303) 866-7191 may also be contacted with any concerns of a rights violation or with a grievance. Their role is to assist the person(s) with resolving the complaints and help determine if you should file a grievance. Additional contact information for the Behavioral Health Administration: 710 S. Ash St, Denver, CO 80246, CDHS_BHA_complaint@state.co.us. Additional contact information for DORA: 1560 Broadway, Suite 110, Denver, CO, 80202, DORA_Customercare@state.co.us.
- B. Lifelong, Inc. will provide a fair and timely resolution of grievances or complaints of the person receiving services, parents of a minor, guardian and/or authorized representative, as appropriate.
- C. Use of the grievance procedure shall not prejudice the future provision of appropriate services or support
- D. All clients receiving services and support and the parents or guardian of a minor, the guardian, or an authorized representative be informed orally and in writing, in their native language, of the grievance process at the time of application.
- E. Should a dispute or grievance be received verbally, Lifelong, Inc. is required to create a written documentation of the dispute or grievance.
- F. Support persons available to assist the person receiving services/guardian in the submission of a grievance may include a professional from Lifelong, Inc., a case manager from the Community Centered Board (CCB), a community member support, or other person identified by the client or guardian.
- G. A client grievance/complaint form is available to you upon verbal or written request. A client may either contact Lifelong at 750 W. Hampden Avenue, Suite 450, Englewood, CO 80110, by calling (303)573-0839 or emailing Lifelong@lifelonginc.com to request a Grievance-Complaint form. Submission of this document to the Office Manager begins the grievance/complaint process and procedures.
- H. The grievance will be received by a Supervisor(s) at the Lifelong, Inc. offices. Contact information, including emails and phone numbers, will be easily accessible throughout the Lifelong, Inc. offices through business cards, intake forms, or on the agency website. Contact information will also be given per request.
 - a. In review of the grievance/complaint, an offer of solution will be provided to the individuals involved to come together to find a mutually acceptable solution.
 - b. Resolution of the grievance will take no longer than 30 days.
 - c. If the grievance cannot be resolved at the Supervisor(s) level, the Executive Director of Lifelong or designee of a similar professional position will review the grievance, and the process will be completed at this level.
- I. The person, the parents or guardian of a minor, the guardian, or an authorized representative shall not be coerced, intimidated, threatened or retaliated against because that individual has exercised their right to file a grievance or has participated in the grievance process.
- J. Records of grievances will be maintained at the Lifelong, Inc. offices, separate from individual service records, and will outline the type of grievance, the date the grievance was received and the outcome of the investigation of the grievance. These records will be reported to licensing agencies according to their requirements.
- K. Upon request, Lifelong will provide an individual or guardian with contact information regarding registering complaints with any other state departments, including an explanation of the individual's rights, the dispute process and procedures, name and contact information.