

Title: Grievance Procedure	POLICY #: 67
Department: Program/Services	Effective Date: 06/25/01
	Applicable Standards:
	3-JCRF-3D-07
Revisions: 7-30-03; 8-18-03; 10-30-03; 12-28-07; 12-9-13; 7-1-23; 6-17-24	

Policy: McCrossan Boys Ranch will provide a grievance and appeal process for residents, parents, guardians, referring agents, or other concerned people in the resident's life to make a formal complaint or suggestion or express a concern about any aspect of the resident's care during the resident's stay in the facility.

Definitions: N/A

Procedures:

1. Every attempt will be made to deal with issues and to solve problems as they arise.
2. Residents and other concerned people in the resident's life should first talk directly to the staff, contract staff, or volunteer that they feel is responsible for the concern unless it involves harm, threats to harm, or sexual misconduct by that staff, contract staff, or volunteer.
3. If the concern cannot be fixed informally, he or she may fill out a formal written grievance form. (115.352 b3 & c1)
4. Formal grievance forms are available at designated locations in the facility and from any staff person. McCrossan Boys Ranch will provide the person who wants to file a grievance with the necessary forms and assistance to file a grievance.
5. Formal grievance forms may be completed by a resident or any person concerned about the resident. (115.352 e1)
6. A resident may ask a third party including but not limited to staff, another resident, family members, attorneys, and outside advocates to help him complete the grievance form or to file a grievance on his behalf. (115.352 e1)
7. If a third party, other than a parent or legal guardian, files a grievance relating to allegations of sexual misconduct on a resident's behalf, the facility may require as a condition of processing the request that the alleged victim agree to have the request filed on his behalf, and may also require the alleged victim to personally pursue any subsequent steps in the grievance process. If the resident declines to have the request processed on his behalf, the facility will document the resident's decision. (115.352 e2 & e3)
8. If a grievance involving sexual misconduct is filed by a resident's parent or guardian, the grievance will not be conditioned upon the resident agreeing to have the request filed on his behalf. (115.352 e4)

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9. The grievance form may be placed in locked boxes at designated locations in the facility, turned in to any staff person, or mailed to the facility to the attention of the Executive Director or Associate Director.
10. If the written formal grievance involves an allegation that a resident is subject to a substantial risk of imminent sexual abuse, as soon as the agency is aware of the grievance, it will consider the grievance an emergency grievance. The procedures set forth in the sexual misconduct policy will immediately be followed and the grievance will be forwarded to a level of review where immediate corrective action will be taken. An initial response will be provided within 48 hours and a final agency decision will be issued within five calendar days from the day the grievance was received. The initial response and the final agency decision will document the agency's determination whether the resident is in substantial risk of imminent sexual abuse and the action taken in response to the grievance. (115.352 f1&2)
11. McCrossan Boys Ranch staff will not attempt to influence the grievance writer's statements made about the facility in the grievance document or during an investigation resulting from the grievance.
12. The grievance will be transmitted without alteration, interference or delay to the Unit Manager of the resident that the grievance involves unless the grievance is about the Unit Manager, the Clinical Director, the Program Director, the Associate Director, the Executive Director, or the Board of Directors.
13. If the grievance is about a Unit Manager, the Program Director will review the grievance. If the grievance is about the Clinical Director or the Program Director, the Associate Director will review the grievance. If the grievance is about the Associate Director, the Executive Director will review the grievance. If the grievance is about the Executive Director or the Board of Directors, the grievance should be filed with the South Dakota Department of Social Services. (115.352 c2)
14. The initial reviewer of the grievance will gather information from residents and staff involved in the grievance as needed to make a decision.
15. A response will be given to the person filing the grievance within five days of the date the grievance was received by staff. Depending on what the grievance is about, the response may include a decision and any corrective action taken or it may just let the person filing the grievance know that more time is needed to investigate. If more time is needed, the person filing the grievance will receive additional written responses on a weekly basis, until a final decision and any corrective action taken is made.

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16. If the person filing the grievance is not satisfied with a decision, he or she may appeal the decision in writing within five days to the supervisor of the person who made the decision until a decision is made by the Executive Director. The Executive Director's decision is final.
17. If a person with a grievance is not comfortable with first discussing their concerns with the facility staff, or if they feel their concern was not addressed to their satisfaction, they have the right to submit a grievance to the external grievance monitor with Midwest Wellness Institute Health. (See information at the end of this policy.)
18. A grievance regarding sexual misconduct at the facility may be submitted at any time, even after the resident has been discharged from the facility. (115.352 b1)
19. A person who files a grievance will not be subject to any adverse action by McCrossan Boys Ranch or its staff, contract staff, or volunteers as a result of filing a grievance.
20. McCrossan Boys Ranch will document all grievances, investigative findings and resulting action. Documentation regarding grievances involving residents will be placed in the resident's permanent file. All information regarding grievances will be kept on file for a minimum of four years.

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ENSURING QUALITY OF CARE



Know the procedure for filing a grievance complaint.

What is a grievance?

A grievance is an official statement of a complaint over something believed to be wrong or unfair.

When should I file a grievance complaint?

You may file a complaint when there is inconsistent application of rules and/or policy. You may also file a complaint if there is real or perceived unfairness. This may include, but is not limited to, worship and cultural activity opportunities, visitation, food, clothing choices, activities impacted by changes in resources or schedules, or removal of privileges as a method of punishment.

Who can file a complaint?

Youth who are placed in the custody or care of a licensed youth care facility, such as:

- Group Care Centers for minors
- Residential treatment centers
- Intensive residential centers
- Independent living programs

Additionally, parents, guardians, family members, or staff may also submit a grievance.

Who responds to a grievance complaint?

The grievance monitor Program Coordinator, Abby Partlett, RN will receive and work to resolve complaints in an unbiased manner.

What happens when a complaint is filed?

Once a complaint is filed, the grievance monitor receives the complaint and begins an investigation within two business days. Your complaint will be addressed in a timely manner and remain anonymous to the facility. You may be contacted by the grievance monitor to obtain more details about your complaint. Your complaint may be referred on to an appropriate SD state agency when necessary.

What is MWI Health?

MWI Health partnered with the DSS in April 2022 to provide resolution to grievance complaints in an unbiased and professional manner. MWI Health was established in 2012 by Clay Pavlis, M.D., bringing a personalized and expert team of mental health care professionals to the Midwest. MWI Health works with underserved areas in Minnesota and South Dakota.

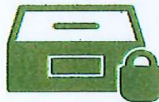
HOW TO FILE A GRIEVANCE COMPLAINT



Online at
www.mwihealth.org/youth-services/grievance



Write to us and use our online form at the link provided to your left. Download, print, and mail it to MWI Health at the address below.



Drop off your concern at our secure lockbox at the facility



Call MWI Health at (605)573-2000 and ask to file a complaint.



Request a printed copy of the Complaint form and we will mail a pre-addressed and stamped envelope directly to you.

Finding Innovative Ways
to Improve Lives
www.mwihealth.org



MWI Health - Midwest Wellness Institute |
www.mwihealth.org
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DSS South Dakota
Department of
Social Services
Strong Families - South Dakota's Foundation and Our Future

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