



Resolving Complaints/Grievances

STAGE I

An individual who, in applying for or receiving services from Buffalo Trace Medical Arts believes that he/she has been treated unfairly, may seek resolution by contacting Buffalo Trace Medical Arts Ombudsman at the Office of Buffalo Trace Medical Arts, 611 Forest Avenue, Maysville, Kentucky 41056, or by phone at 606-564-2735. If the Ombudsman is unavailable, the Human Resources Manager or the Executive Director may act as Ombudsman. The Ombudsman shall outline Buffalo Trace Medical Arts client complaint/grievance procedure to the complaining client and advise that individual, if he/she desires to submit a formal notice of grievance. Such notice shall be in writing and shall describe briefly the situation about which the complaint is being made and shall indicate the client's willingness to discuss the situation described in more specific detail with the Ombudsman, Human Resources Manager or the Executive Director. (A standard form for submission of this formal notice shall be available from each local office.)

STAGE II

Within ten (10) working days of receipt of the signed, formal notice of complaint, the Ombudsman shall contact the aggrieved client for the purpose of gaining more information and resolving the complaint.

The Ombudsman shall have fifteen (15) working days after such contact in which to investigate and resolve the complaint. The Ombudsman may involve the Medical Director in this process and may question any employee named in the complaint. By the end of this period, and in consultation with the Executive Director, one of the following actions shall be documented in written form by the Ombudsman:

1. The client's withdrawal of the complaint;
2. The client's acceptance of a resolution (together with the details of that resolution reached);
3. The client takes no further action; OR
4. Continuation of the grievance procedure to Stage III.

STAGE III

If the complaint has not been resolved in Stage I or Stage II, the client will be requested to sign a release of information and the issue will be presented for review to the Chair of the Board of Directors, or the Chair's designated representative(s) in dealing with client complaints. Within twenty (20) days from the date of the client's release of information, the Board Chair or designee(s) shall meet with the Executive Director, Ombudsman and/or Program Director for resolution or shall have the authority to appoint a committee of the Board, or present the issue to the full Board for resolution.

During this stage, all involved parties may be requested to appear for questioning concerning the complaint. The client may have an advocate present at hearings.

Upon thorough analysis of the complaint in Stage 3 and the prior attempts at resolution, a final determination of the complaint will be communicated in writing to the Executive Director by the Board Chair, the Chair's designee(s), a committee of the Board or the whole Board. The Executive Director shall notify the client making the complaint and all directly affected employees by written copy of the final determination.