

## CONSUMER COMPLAINTS POLICY

### *Purpose*

- 4.01 This section describes consumer complaints policy and procedures and is organized as follows:
- |            |      |
|------------|------|
| Policy     | 4.02 |
| Procedures | 4.03 |

### *Policy*

- 4.02 Consumers, including clients, family members, guardians, or advocates, have the right to submit complaints or objections with regard to Agency policies, procedures, or operations. Consumers and advocacy organizations shall be made aware of the existence of this policy and its procedures. All clients will receive a copy of this policy upon admission into services and the policy will be reviewed annually at the client's annual team meeting.

### *Procedures*

- 4.03 Matters pertaining to client or human rights or behavior management shall be referred for review by the appropriate Program and Rights Review Committee prior to the implementation of the following procedures (see *Client Rights Philosophy* and *Program and Rights Review Committee* policies).

- a. The complaining party shall initiate an informal verbal discussion with the appropriate Area Director if the matter relates to Area level procedures or operations. If the matter relates to policy or the agency as a whole (Region), informal discussions should be held with the Executive Director.
- b. If the complaint or objection is not resolved through informal discussions, the complaining party may submit the complaint in writing to the appropriate Area Director or Executive Director. The complaint will include:
  1. the name and address of the complaining party;
  2. an explanation of the issue involved; and
  3. the remedy sought.

The Area Director or Executive Director shall set a time and place for meeting with the complaining party within fifteen (15) working days after receipt of the written complaint. A written response to the complaint will be issued within ten (10) days following that meeting.

- c. If the complaining party is not satisfied with the Area Director's response, complaints may be appealed to the Executive Director. Such appeals must be presented in writing to the Executive Director along with a copy of the Area Director's response within six (6) days of receipt of that response.

The Executive Director shall set a time and place for meeting with the complaining party within six (6) days after receipt of the appeal. A written response to the complaint will be issued within four (4) days following that meeting.
- d. If the complaining party is not satisfied with the response to complaints addressed directly to or appealed to the Executive Director the complaint may be appealed to the Governing Board. Such appeals must be presented in writing to the Chairman

of the Governing Board with a copy to the Executive Director within six (6) days of receipt of the response from the Executive Director. The Governing Board may schedule a special fact finding meeting or consider the complaint at its next regularly scheduled meeting. All parties involved shall be entitled to the right of counsel, presentation of evidence, cross examination and confrontation of adverse witnesses. The action of the Governing Board will be final and a written reply will be issued within six (6) days following the Board's meeting.

### ***Anonymous Complaints***

4.04 Should a complaining party wish to file an anonymous complaint, this can be done by putting the complaint, in writing, and mailing it to:

Region I Office of Human Development  
Attn.: Executive Director  
P.O. Box 1327  
Scottsbluff, NE 69363-1327

Or, should the anonymous complaint be about the Executive Director, mailing it to:

Region I Office of Human Development  
Attn.: Governing Board  
P.O. Box 1327  
Scottsbluff, NE 69363-1327

4.05 Utilization of this complaint mechanism is voluntary and in no way denies or delays a person's right to access legal due process.

### ***Related Policies and Regulations***

Title 404 NAC 4-009  
Clients Rights Philosophy Policy  
Client Rights Memorandum  
Program and Rights Review Committee Policy