

# GRIEVANCE RESOLUTION

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## POLICY

(Ref.10 CCR 2505-10 8.605.5)

Metro Support Services, Inc. (MSS) recognizes that whenever people interact honest differences of opinion regarding performance or expectations can arise from time to time. MSS believes that conflict can be a healthy and important aspect to organizational growth. Therefore, it is important for any individual who has a complaint to have the right to be heard, and to have any discrepancies resolved without fear of recrimination or penalty. It is the policy of Metro Support Services, Inc., Inc. that these differences be discussed and resolved (where possible) in a prompt, non-threatening and courteous manner.

**\*\*Sometimes you are unhappy. You have the right to have your complaint heard and resolved in the best way. You should not be afraid that someone will be mad at you or treat you differently if you express your complaint.**

An individual receiving services, his/her guardian or authorized representative (if within the scope of his/her duties) may initiate the grievance process. Grievances or complaints include any disagreement or objection arising out of:

- The provision of services or supports.

**\*\*You, your guardian or legal representative can start this process. You can also ask someone you trust to assist you.**

NOTE. This policy specifically excludes any actions identified in MSS's Policy and Procedure on "Dispute Resolution" and other actions, which are outside the jurisdiction of the Intellectual and Developmental Disabilities Services.

There shall be clearly identified procedures for the resolution of grievances which shall indicate that grievances shall be responded to in a timely fashion (within fifteen [15] days). The grievance resolution procedure shall be stated in writing, verbally or anonymously. Interpretation of the procedure in native languages other than English and through such modes of communication as may be necessary shall be made available upon request.

**\*\*You will receive a copy of this policy and procedure. It will also be explained to you. If you need additional help reading or understanding it, that will be provided to you. That could include sign language or translation in a language of which you are familiar. MSS will also give a copy to your guardian, and/or authorized representative and others if you request.**

The grievance procedure shall be provided, orally and in writing, to all individuals receiving services or applicants for services, their guardian, and/or authorized representative at the time an application for services is made, and when changes are made to the procedure. A copy of the procedure shall be available to the above named persons upon request at other times.

Use of the grievance process shall not prejudice the future provision of appropriate services or supports.

**\*\* Your services will continue even if you start this process.**

## **PROCEDURE**

The Grievance Policy and Procedure will be reviewed with the individual receiving services, guardian/parent annually.

A complaint should be in written or verbal and contain the name and address of the person stating the grievance and a brief description/action or alleged grievance/complaint. If you need assistance in writing this information, assistance will be provided to you. Assistance will be provided to you by a volunteer, Resource Coordinator, ARC Representative, etc. Complaints can also be made anonymously.

**\*\*Your complaint can be written, or you can tell MSS directly. If you need help, it can be given by a volunteer, trusted friend, Resource Coordinator, ARC Representative, etc. You can also make a complaint without using your name. Here is a list of people who might help you:**

**ARC of Adams County (303) 428-0370**

**ARC of Denver (303) 864-9334**

**ARC of Colorado (303) 756-7234**

**The Legal Center (303) 722-0300**

**North Metro Community Services (303) 457-1001**

**Rocky Mountain Human Services (303) 636-5600**

**\*\*A complaint or grievance should be directed to Mrs. Ryan Campbell, Executive Director of Metro Support Services, Inc.**

Metro Support Services, Inc. designee shall conduct an investigation of a complaint/grievance as appropriate to determine its validity. This is an informal and thorough investigation, affording all those interested and their representatives, if any, an opportunity to submit evidence relevant to a complaint of grievance.

**\*\* Metro Support Services, Inc will investigate your complaint to determine its accuracy. You, and others who may be involved. will have a chance to discuss concerns and present important information related to the complaint.**

Metro Support Service, Inc. will provide an opportunity for individuals to come together in order to attempt to find a mutually acceptable solution. This could include the use of mediation if both parties voluntarily agree to this process.

**\*\* If a meeting is needed, MSS will provide that opportunity to try and arrive at a solution that is agreeable to everyone involved.**

No individual shall be coerced, intimidated, threatened, or retaliated against because the individual has exercised his/her right to file a grievance or has participated in the grievance process.

**\*\* You will be treated fairly and respectfully.**

The Metro Support Services, Inc. designee will contact the individual with the decision determining the validity of the complaint/grievance to the complainant within 30 days of filing. The Metro Support Services, Inc. designee will monitor the complaint/grievance until it is resolved. Metro Support will provide updates upon request until the complaint/grievance has been closed.

The Metro Support Services, Inc. designee will follow the Metro Support Services, Inc. Policies and Procedures on Conflict Resolution and will inform the parties of the process of the resolution if dissatisfied with the response from Metro Support Services, Inc. If the parties are not satisfied with the response from Metro Support Services, Inc., the complaint will be forwarded to the Executive Director of the Community Center Board or their Designee.

**\*\* If you are not happy or satisfied with the answer you receive, you can take the complaint to the Case Management Agency/Community Center Board.**

Complainants that feel their complaints cannot be resolved with Metro Support Services, Inc. or the Community Center Board can submit them to the Health Facilities and Emergency Medical Services Division (HFEMSD) Home and Community Services complaint line, in person, mail or email. The division encourages complainants to try to resolve concerns first through the internal grievance process because very often this is the quickest way to address the problem. If concerns cannot be addressed satisfactorily through these more informal processes or the complainant chooses not to utilize Metro Support Services, Inc. processes, the complainant may file a formal complaint with the division.

**Complaint Intake Coordinator**  
**Health Facilities and Emergency Medical Services Division**  
**4300 Cherry Creek Drive South**  
**Denver, Colorado 80246**  
**Home and Community Services Complaint Line: # 303.692.2910/ # 800.842.8826**  
**Email: [healthfacilities@state.co.us](mailto:healthfacilities@state.co.us)**