

CMSU Developmental Supports and Services Grievance Procedure

Service Coordinators maintain open communication with parents, asking regularly for input as to how the service is meeting the child's and family's needs and of their satisfaction with service delivery.

In the event that there is a concern or complaint or a disagreement with any aspect of the child's services, including eligibility determination, location and frequency of services, and process, parents have a right to file a grievance. While the grievance is being investigated, the status of the issue/service under investigation should remain as it was prior to the grievance.

The parents should first contact their service coordinator to discuss the concern or complaint. The service coordinator will take the concern or complaint to the team for clarification or resolution.

If the parents feel that the service coordinator is not resolving a concern or complaint, the parents can contact the supervisor orally or in writing to discuss the problem and potential solutions. Any grievance shall include:

- * Name, address and contact information
- * Basis of the grievance or complaint
- * Who is involved
- * Outcome sought

Discussion between the parent and the supervisor can be by telephone contact or direct meeting, at the parent's request. A proposed resolution or plan of action will be developed within 7 days. The supervisor is responsible for assuring that a record of the concern and plan of action is placed in the child's file.

Any formal grievance should indicate whether an interpreter is needed to provide information in a language other than English and documents need to be translated into a language other than English. The grievance should indicate whether reasonable special accommodations for hearing impairment or other disability is required in order to participate in the meeting, e.g., American Sign Language interpreters, text telephone relay services, large print documentation, etc.

If the parent is dissatisfied with the resolution or plan of action a county conference with a county MH/MR administrative designee can be scheduled. This request should be made through the service coordinator or the supervisor. A county meeting will be held within 7 days of the request. The outcome of the meeting will be sent in writing to the parent no later than 7 days after the meeting.

The parents may proceed with other procedural safeguards at any time during this process.