

## NOTICE OF GRIEVANCE POLICY

Parents, guardians, social workers, other professionals, and others representing a program participant have the right and are encouraged to voice their questions, concerns, or grievances. A grievance is any expression of dissatisfaction about any matter related to provided services and shall be accepted verbally or in writing. If such a party wishes to file such a grievance, the following procedure shall be followed:

1. Clients of service, family members, or other advocates have the right to request to have anyone they wish present as a support person when making a grievance. Sandstone Care encourages the party to contact the Primary Therapist, the Program Manager, the Clinical Director, or the Director, but if another staff member of Sandstone Care receives the grievance, they should communicate the grievance to the Primary Therapist, the Program Manager, the Clinical Director, or the Director of Nursing.
2. Clients of service, family members, or other advocates can also make a written grievance online through the following link:
  - a. <https://sandstone.compliancemanager.healthicity.com/report/8F826D5886>
  - b. Paper forms are also available from the designated site within the facility.
3. All grievances will be responded to within 72 hours. The respective staff member will investigate the grievance by conducting interviews, seeking collaborating evidence, obtaining feedback, and gathering additional information to obtain a complete as possible impression of the facts surrounding the grievance.
4. Following the investigation by the respective staff member, such identified staff member will present his/her findings to the party that filed the grievance; the respective staff member will also propose a solution to the presented problem.
5. If the party that filed a verbal grievance is not satisfied with the proposed solution, the party may file a written grievance using the online or paper form. After the form has been completed, the form is forwarded to the regional leadership for resolution.
  - a. <https://sandstone.compliancemanager.healthicity.com/report/8F826D5886>
  - b. Paper forms are also available or from the designated site within the facility.
  - c. Those parties that originally filed a written grievance and remain unsatisfied their grievance will be escalated and resolved by regional leadership.
  - d. Complaints that remain unresolved at a regional level will be forwarded to our Chief Quality Officer for review and resolution.
  - e. If at any time there is assistance needed by the party filing the grievance or the staff investigating and responding to the grievance, you may reach out to the Grievance Coordinator, Priscilla Hensley at (720) 650-4724.

- f. Within thirty (30) calendar days of receiving the grievance, the program will make a resolution decision on the grievance. Any exceptions that cause this time period to be extended will be documented in the grievance file and written notification will be given to the client or persons filing grievances on the client's behalf. All grievance documentation reflecting the process used and resolution/remedy of the grievance and documentation, if applicable, of extending the time period for resolving the grievance beyond thirty (30) calendar days will be kept on file in our compliance management system for three years from resolution and will include a copy of the grievance.
6. A copy of the grievance form and the summary findings shall be placed in the clinical record of the respective client chart and a report shall be given to the Compliance Committee quarterly.
7. The Compliance Committee through its quality assurance and improvement activities shall complete an aggregate quarterly summary of grievances, investigate any trends and implement or change policies and procedure that are aimed at improvement of care with respect to legitimate grievances.
8. At any time, clients or persons filing grievances on the client's behalf have a right to file a grievance with any of the organizations listed below:

**Illinois Department of Public Health**

**Springfield Headquarters Office**

217.782.4977

525-535 West Jefferson Street

Springfield, IL 62761

**Chicago Headquarters Offices**

312.814.2793

122 S. Michigan Avenue, 7<sup>th</sup> and 20<sup>th</sup> floors

Chicago, IL 60603

**OR**

312.814.5278

69 W. Washington Street, 35<sup>th</sup> Floor

Chicago, IL 60602

**Illinois Department of Human Services**

800.843.6154

555 West Monroe Street, Suite 700

Chicago, IL 60661

**Advocacy Office for Children and Families**

800.232.3798 / 217.524.2029

406 East Monroe St.

Springfield, IL 62701

**Protection and Advocacy System for Individuals with**

**Mental Illness**

800.843.6154 | 866.324.5553 (TTY)

[www.dhs.state.il.us](http://www.dhs.state.il.us)

100 South Grand Avenue East, Springfield, IL 62762

**Healthcare and Family Services**

**Springfield Main Office**

Prescott Bloom Building

201 South Grand Avenue, East

Springfield, IL 62763

**OR**

**Chicago Main Office**

401 South Clinton

Chicago, IL 60607

**Department on Aging**

800.252.8966

**Springfield Office**

One Natural Resource Way, Suite 100

Springfield, IL 62702-1271

**OR**

**Chicago Office**

555 W. Monroe St., Suite 1500-S

Chicago, IL 60661-3714

**The Joint Commission**

<https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern->

or-complaint/

Office of Quality and Patient Safety

*The Joint Commission*

One Renaissance Boulevard, Oakbrook Terrace, IL  
60181