

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:

Maryland Department of Human Services

800.332.6347 / 800.735.2258 (TTY)

25 South Charles Street

Baltimore, MD 21201

Maryland Department of the Environment

410.537.3000

1800 Washington Blvd.

Baltimore, MD 21230

Maryland Department of Health

877.463.3464 / 410.767.6500

210 W. Preston Street

Baltimore, MD 21201

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