

P&P#: 7040	Page 1 of 2
Section: Client Services	Effective Date: June 2011
Subject: Grievance Policy and Procedure	
Supersedes P&P#: S1-4	Dated: 8-1-2000

POLICY:

- Denali Family Services shall resolve to the maximum extent possible a consumer's complaint or appeal.
- All clients and guardians have the right to file a grievance without fear or intimidation or retaliation of any kind.
- All clients shall be notified in writing of the grievance policy during the intake process. A signed copy of receipt of the grievance policy shall be maintained in the client record, and updated at least annually.

PROCEDURE:

- Grievance forms are available at the front desk of the agency's locations or online at www.denalifl.org. Forms are also available by email or Fax; please contact your case manager or the Quality Assurance Coordinator for more information about obtaining a grievance form.
- Upon completion of the grievance/complaint form, please mail, fax, email, or submit the form to the Quality Assurance Coordinator (QA) located at the DeBarr location (please see below for contact information).
- If clients would like assistance in filing a grievance the client can designate a representative or advocate to assist with all the steps of the grievance process.
- The QA will document/track the grievance/complaint form and provide a written "notice of receipt" by mail and/or email within 1 business day.
- The grievance/complaint form is evaluated by administration.
- A written response outlining the terms of the decision will be mailed within 5 business days.
- In the event that the complainant does not feel that the issue is resolved, he/she has the right to send a written "appeal of the decision" within 10 business days from receiving the "response of decision".

P&P#: 7040	Page 2 of 2
Subject: Grievance Policy and Procedure	Effective Date: June 2011

- The written appeal of the decision should be sent to the QA by mail, fax, or email for documentation purposes. The QA will then mail a “Notice of Receipt” within 1 business day.
- The appeal will then be forwarded directly to the CEO. If a satisfactory resolution cannot be found at that level, the appeal will be forwarded to the board of directors.
- A referral to the Division of Behavioral Health can be made to provide technical assistance for an unresolved grievance.
- The Board of Directors will review a report analysis of client grievances/complaints annually to assess potential areas for improvement.
- Confidentiality shall be maintained throughout the grievance process.

If you have questions or need any assistance with Grievance/complaint policy and procedures, please contact:

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