



## FORMAL COMPLAINT AND GRIEVANCE PROCEDURE

It is PVW's desire to swiftly find resolution for all complaints, whether formal or informal. However, it is recognized that there may be times when complaint resolution may need to be handled through a formal grievance procedure which provides persons served the opportunity to challenge a decision made by PVW personnel. Individuals who wish to file a formal complaint or grievance are encouraged to act promptly so as to ensure that PVW may respond to and address the issue promptly. Filing a formal complaint or grievance will not result in retaliation to the complainant, nor will it lead to barriers to service.

Persons served may submit a formal complaint or grievance to her/his Direct Care Worker, Case Manager, or other program staff. Persons served may also file a formal complaint or grievance with the aid of family member(s), care provider(s) or other representative(s) of their choosing. A formal complaint or grievance should be filed within 10 days following the problem whenever possible. A report describing the problem will be filled out by the staff person informed and will be read to the person served. Once the report is acceptable to the person served and/or representative as necessary, Program Director, Program Manager, and Case Manager will review the formal complaint and grievance, including the Director of Human Resources as appropriate.

Within one (1) week, a written response, signed by the Program Director and/or another Director if appropriate is provided to the person served and read and explained to him/her by the program manager. The response states what action will or has been taken, or it will state why no action was taken.

If the person served and/or representative as necessary does not agree with the response, the person served and/or representative as necessary, may then present the formal complaint and grievance to the Executive Director. The Executive Director will provide a written response to the formal complaint or grievance within one (1) week.

If the person served and/or representative as necessary is not satisfied with the response of the Executive Director, the formal complaint or grievance may be presented to the Executive Committee of the PVW Board of Directors at their next regularly scheduled meeting. The Executive Committee will review the formal complaint or grievance and if the committee decision does not differ from the Executive Director, the decision of the Executive Director will stand. If the decision of the Executive Committee differs from that of the Executive Director, the formal complaint or grievance will go before the full Board of Directors at the next regularly scheduled Board meeting and will be voted on. The Executive Director is responsible for enforcing the Board of Directors' decision.

Persons served may also submit a formal complaint or grievance anonymously by placing a written formal complaint or grievance in the suggestion box located in Building One at the Brooks Street location or in the lunch room at the Ramona site.

While PVW wishes to resolve each complaint to the satisfaction of the person receiving services and/or their representative, not every complaint will be resolved to the total satisfaction of the complainant. It is the responsibility of PVW to review each complaint individually and weigh each complaint against the ongoing health, safety and programming needs of all program participants. Decisions of the Board of Directors that differ from the desired result from the person receiving services and/or representative are certainly welcome to be reviewed with the regional center service coordinator of the person served and/or other external advocates. PVW will aid persons served with contacting their regional center service coordinator should an advocate or other assistance be required.

In order to ensure that this procedure is readily available to persons served, it is reviewed at a minimum in an understandable manner at intake during the program orientation and annually thereafter at the time of the annual review.

Revised: 9/03; 10/09; 10/12; 10/13

Board Review/Approval: 10/03

Board Review: 10/04, 10/05, 10/06, 10/07; 10/08, 10/09, 10/10; 10/11; 10/14; 10/15; 10/16