



Community Services Program Adult Foster Care

COMPLAINT AND GRIEVANCE POLICY

Any person applying for or receiving services from Community Services has the right to appeal any decision made by program staff which affects the services received. Throughout this description, “you” refers to the consumer who is applying for or receiving services, or his or her surrogate or legal guardian. “We” refers to the Community Services Program.

This policy is made available and reviewed at least annually to all people who utilize Community Services’ programs and services. Community Services is contracted to follow all MassHealth, MassRehab Commission, Department of Developmental Services, and other funding sources rules and regulations.

Staff has available to them copies of these rules and regulations to refer to when providing services to any consumer of Community Services. Should you have a concern about a service or decision; it is your right to file a complaint, or to request a Grievance Form to complete and file a grievance.

You must express your complaint as soon as possible, but within 3-5 days of when you identify you has a concern or problem. Many of processes are time driven and your call can help prevent any potential problems as you identify.

Purpose

The complaint and grievance procedure is a way to solve problems between you and the staff, processes, or decisions at Community Services. This policy does not change your rights under Massachusetts statutes as they may apply.

Procedure

You are encouraged to try to solve this conflict directly with your staff in a way that maximizes respect and outcome. You may be required to furnish appropriate medical documentation to support your problem or concern.

If you want to bring this matter to the attention of a supervisor at Community Services, please phone or write to the supervisor directly. Your worker’s supervisor will contact you right away to verify the concern. They will then investigate and respond to you in writing within 10 days.

If you are not satisfied with the decision of the supervisor, you may request a Grievance form and/or write out your objection or concerns and send them to the Community Services Program Director. The director will review the issues and respond in writing within 10 days. If the problem is still unresolved, a meeting may be scheduled with all involved and knowledgeable of the concern to be determined by the person complaining.



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If you are not satisfied with the decision of the Community Services Program Director, you may ask that your Grievance Form or written grievance is forwarded to the Chief Executive Officer (CEO) of Tempus Unlimited. The CEO will examine the issues and will respond to you in writing within 14 days.

If the problem is still unresolved, you may pursue legal assistance.

Should you disagree with **Masshealth's** approval or denial decision regarding your AFC services, you may file an appeal to MassHealth. Follow the Masshealth's appeal instructions.