



Tempus Unlimited Supported Living Program

## **COMPLAINT AND GRIEVANCE POLICY**

Any person applying for or receiving services from Community Services has the right to share a complaint or appeal of any decision made by program staff which affects the services received, or decisions made. Complaints can also be filed against those who are involved with any services.

Tempus Unlimited 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. You must express your complaint as soon as possible. Many of our 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 any decisions about your services or supports. 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 documentation to support your problem or concern.

If you can't resolve the issue with the direct staff involved and 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 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 to speak or you can write 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.

If you are not satisfied with the decision of the Community Services Program Director, you may contact in writing 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 or assistance from MRC.