

## **Fiscal Intermediary Procedure for submitting Complaints and Grievances**

Tempus Unlimited, Inc. processes payrolls and related tax filings as the Fiscal Intermediary (FI) for consumers in the Self Directing Moving Forward Plan (MFP) Program. Tempus Unlimited, Inc. is obligated to provide these services in a professional, courteous and timely manner. Consumers or Surrogates should feel free to voice their concerns whenever they believe these standards are not being met.

**COMPLAINTS: Examples of Complaints are: poor service attitude, perceived failure of staff members to treat an Employer/Surrogate/Worker with respect and/or lack of accessibility and timeliness of Tempus as the Fiscal Intermediary.**

**GRIEVANCES: Grievances are when an Employer/Surrogate/Worker feels they were wrongly denied services he/she is eligible for. Grievances are only filed AFTER addressing the Complaint with Tempus has been unsuccessful.**

**Complaints and Grievances may be reported using the form below**

**[Tempus Complaints and Grievances Request Form is located on the Tempus Website](https://tempusunlimited.org/)**  
**<https://tempusunlimited.org/>**

If an employer, surrogate or worker is unhappy with the service, or with a representative of the FI, they can call (toll-free at 877-479-7577), fax, (800-359-2884) , email to: [MAFMS@tempusunlimited.org](mailto:MAFMS@tempusunlimited.org), include the word “Complaint” in the subject line, or mail your letter to the Consumer Relations Supervisor at Tempus Unlimited, Inc., 600 Technology Center Drive, Stoughton, MA 02072. The Consumer Relations Supervisor will review the circumstances regarding the complaint and attempt to resolve the issue within 72 hours of receiving the request. The employer, surrogate or worker will be informed of the resolution using the same method as the complainant (telephone, fax, or mail).

If they are not satisfied with the action taken by the Consumer Relations Supervisor, and they feel strongly that their complaint is the result of a violation of law, or regulation, or egregious error or service, they can send an email to: [Grievance@tempusunlimited.org](mailto:Grievance@tempusunlimited.org), or mail to 600 Technology Center Drive, Stoughton, MA. 02072, ATTN: Compliance Department. The Compliance Office will review the circumstances regarding the grievance and will attempt to resolve the issue within 72 hours of receiving the request.

If they are not satisfied with the action taken by the Compliance Department, the grievance will be forwarded to the CEO via email and/or they should submit their grievance by US Mail to Chief Executive Officer, 600 Technology Center, Stoughton, MA 02072. The CEO will conduct an investigation of the circumstances through telephone interviews, personal interviews and/or reviews of written or printed documents relating to the issues.

Within ten days of receiving the written grievance, the CEO will issue a decision in writing to the employer, surrogate or worker using the same method as the complainant (email or mail).

If the employer, surrogate or worker is dissatisfied with the decision of the CEO, the grievance will be transferred to the appropriate parties at MassHealth.