Complaint and Grievance Policy for Consumers for the following agency:

New Living Healthcare Services, LLC

1. Purpose. To establish a guide for the complaint and grievance process in order to resolve situations in which it is believed that rights have been violated or one has received unfair treatment regarding program services.

2. Policy.

a) Consumers have the right to file a complaint/grievance if the consumer feels that his/her rights have been limited or violated, or the consumer is dissatisfied with the mental health services or mental health supports being provided.

b) This agency will afford any person, not just the consumer, the opportunity to file a complaint/grievance with this agency, or with the DBH Authority. All consumers will be provided with a copy of this policy at the time of admission into this agency.

c) Unless a complaint/grievance involves an allegation that the consumer is being abused or neglected, a third party complaint/grievance shall be reviewed only if the consumer so consents.

d) Each consumer may receive assistance in filling complaints/grievances from a consumer advocate. A complaint/grievance may be filed either orally or in writing.

e) Each consumer has the right to be represented throughout the complaint/grievance process.

f) Mental health services and/or supports will continue without limitation, reduction, or termination pending resolution of complaints/grievances regarding such mental health services/supports.

g) This agency will not retaliate against the consumer in any way because the consumer filled a complaint/grievance.

3. Procedures for the qualified practitioner:

a) Ensure that each consumer on your case load has a copy of the complaint/grievance procedure along with a written and oral explanation (in the consumer's native language) of the complaint/grievance procedure.

b) Consumers have the right to file a complaint/grievance if the consumer feels that his/her rights have been limited or violated, or the consumer is dissatisfied with the mental health services or mental health supports being provided.

c) Consumers have the right to file a complaint/grievance if the consumer feels that his/her rights have been limited or violated, or the consumer is dissatisfied with the mental health services or mental health supports being provided.

d) Consumers have the right to file a complaint/grievance if the consumer feels that his/her rights have been limited or violated, or the consumer is dissatisfied with the mental health services or mental health supports being provided.

e) Consumers have the right to file a complaint/grievance if the consumer feels that his/her rights have been limited or violated, or the consumer is dissatisfied with the mental health services or mental health supports being provided.

4. Procedures for the qualified practitioner:

a) Assist the consumer and others in filing a complaint/grievance, if needed:

b) If you did not assist in filing the complaint/grievance, contact the person who filed it to acknowledge receipt within 24 hours;

c) Inform the consumer that a fair hearing can be requested at any time and that complaints can be filled directly with the District of Columbia Office of Fair hearing without completing the CSA procedure for filing complaints/grievances;

d) Inform the consumer that he/she may seek outside help at any time;

e) Record the complaint/grievance in the complaint/grievance process, if requested by the consumer;

f) Investigate a complaint/grievance on behalf of a consumer;

g) Represent the consumer throughout the complaint/grievance process, if requested by the consumer;

h) Designate a procedure to be followed if the assigned consumer advocate is unavailable;

i) Ensure that the complaint/grievance alleging the violation of any other consumer right or protection provided by the federal and district laws and regulations be resolved within ten (10) business days of the date the complaint/grievance is filed;

j) Ensure that any other complaint/grievance is resolved within thirty (30) business days of the date the complaint/grievance is filed;

k) Provide written notification and explanation (in the consumer's native language) of the resolution of the complaint/grievance to the consumer;

l) Ensure that logs and records regarding all complaints/grievances filed, the subject matter of the complaint/grievance to the consumer;

m) If the consumer is dissatisfied with the resolution offered, request for an appeal to be sent to this agency Chief Executive Officer or designee.

5. Procedures for this agency Chief Executive Officer:

a) Make the decision to order or not order an investigation and review by an external body;

b) Inform all involved parties of a decision within fifteen (15) business days;

c) Ensure that all persons, including the consumer advocate, take all necessary steps to ensure compliance with the complaint/grievance procedure.

The proper supervisor/manager will attempt to resolve a grievance through mediation or any other similar procedures.

The proper supervisor/manager will inform the employee in writing of the decision regarding the grievance within 30 days from when the grievance is submitted.

The decision on the grievance will be the final administrative decision for this agency.