

# **Options Inc.**

## **CONSUMER GRIEVANCE POLICY**

### **I. Policy**

People who receive services from Options have the right to receive respectful and responsive services. We are committed to providing a way for the persons served by our program, their representatives, or visitors can make formal complaints and have them resolved.

A grievance is a complaint you can make about something you do not like about where you work. It may have something to do with the rules or the people you work with. It may have something to do with other people or situations in your life.

### **II. Purpose**

At the time you begin services with Options, you or your legal representative will receive a copy of this grievance policy. This policy will be explained to you and your legal representative.

A. If you want to file a grievance you can do it without being afraid that program staff will criticize you or threaten you or that you will lose your job because doing that is against the law.

B. You may choose to represent yourself during a grievance or you may have someone else, such as your legal representative, parent, friend or an outside advocate, help you in the process.

### **III. Procedure**

If you have a problem or complaint you should follow these steps:

**Step 1** Talk to a staff person who you feel comfortable with about your complaint or problem. That person will help you to write down or tape record your complaint and help you in solving the problem. That person will tell the supervisor about your complaint.

**Step 2** If the staff person and the supervisor were not able to help you solve your complaint or problem, you can talk to your Program Manager at Options. This person will help you in two (2) days to solve your complaint.

**Step 3** If the person in Step 2 was not able to solve your complaint, you can talk to: Richard Simonson, Executive Director (763) 263-3684 ext.277. He will talk to you within two (2) to five (5) days and provide a written response to your complaint within two (2) weeks explaining how your complaint will be solved.

**Step 4** If your complaint is still not solved in a way you like or agree with then you or your legal representative can send your complaint to the Chairperson of the Board of Directors for a final review. A written response explaining how your complaint will be solved will be provided within two (2) weeks.

**IV. Where to Get Help When You Make a Complaint**

These are people you or someone you authorize can call for help.

Sherburne County Social Services  
Adult Protection: (763) 241-2600

Department of Human Services (DHS)  
651-431-2000

Disability Law Center (Legal Advocacy)  
612-332-1441

Arc Minnesota  
651-523-0823  
1-800-582-5256

Office of Ombudsman for Mental Health and Mental Retardation  
651-296-3848

Authorized by: \_\_\_\_\_  
Executive Director Date

**ACKNOWLEDGEMENT OF RECEIPT**

I have read and received a copy of this grievance procedure.

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Consumer or Legal Representative MM/DD/YYYY