

Complaint, Grievance, & Appeals Policy/Procedure



Last Updated 11-15-2022

Policy Statement: It is the policy of Myers-Davis Life Coaching, Inc. (hereinafter known as “MDLC”) to treat all consumers ethically and to strive for excellence in providing services. MDLC policy provides consumers and their families or legal guardians with the opportunity to express a problem or grievance related to the services we provide. MDLC shall handle all consumer/family complaints and grievances in a timely manner.

Definitions

Complaint is defined as a verbal expression of dissatisfaction by the consumer/family regarding care or services provided by a MDLC employee which can be resolved at the point at which it occurs by the staff present. Most complaints will have simple solutions that can be promptly addressed and are considered resolved when the consumer/family is satisfied with the action taken on their behalf.

Grievance is defined as an initial formal written expression of dissatisfaction with some aspect of care or service that has not been resolved to the consumer/family’s satisfaction at the point of service. All written complaints of abuse, neglect, exploitation, consumer harm or the risk of consumer harm, and violation of the Consumer Rights and Responsibilities are examples of grievances. A detailed written letter sent to MDLC (via email, fax, or postal mail) will be considered a grievance. Social media posts or messages received through social media will not be treated as grievances.

Appeal is defined as a formal written expression of dissatisfaction regarding the initial decision determined by a grievance. Anyone who receives an executive decision for a grievance is eligible to file an appeal. Examples of appeals can include disputing the denial, reduction, suspension, or termination of services/benefits. Like a grievance, a detailed written letter must be submitted to MDLC (via email, fax, or postal mail).

Procedure

If you feel like you have been mistreated or feel like your rights have been breached, you may file a complaint or grievance, whichever you choose. If you choose to verbally express your dissatisfaction (making a complaint), the concern can be voiced to any one of our staff members. If you and the staff member cannot come to a solution, the employee shall escalate the complaint to their supervisor and then, if needed, to the

company executive members. We strive to address all complaints within 24-48 hours of notification. You can visit any of our offices or call (870) 569-1052 and ask for anyone you wish to speak with to file a complaint.

If you have initiated a verbal complaint, and the issue never gets resolved or you are still dissatisfied, you have the right to file a grievance. A grievance that results from a verbal complaint must be filed within six (6) months of the date of the verbal complaint. You may also choose to skip the verbal complaint and file a grievance as the first action. An appeal resulting from an executive decision due to filing a grievance must be filed within two (2) months of the issue date for the executive decision.

To file a grievance or appeal: Please send a detailed written letter by email, fax, or postal mail to our main office.

Office Address: Myers-Davis Life Coaching, Attn: Executive Management, 1141 E. Main St. Suite 102, Batesville, AR 72501

Office Fax: (870) 569-8130

Office Email: myersdavis@myersdavis.com

In the letter, please include details such as:

- Name
- Address
- Good phone number to reach you
- Description of event or incident prompting the grievance/appeal
- Name of people involved
- Date(s) and time(s) of event or incident
- (For appeals only) Description of decision resulting from grievance
- Your opinion on what the agency can do to solve the issue

MDLC's executive members along with any applicable supervisors and the HR Director (if applicable) shall work through an investigation process to find the best possible outcome for the situation. Once notified in writing, MDLC will initiate the investigation within three (3) business days and provide some type of acknowledgment to you within five (5) business days. MDLC will report the outcome of the investigation to you within fifteen (15) business days. If a decision has not been made or not enough information has been gathered by the fifteen (15) business-day time frame, it may be possible that we extend the outcome notification to one (1) month. An executive or supervisory employee shall prepare a final summary of the investigation and provide a written response to you.

All complaints and grievances shall be reviewed/re-visited on a regular basis to ensure that the solution is still being implemented or to see if there is just now a solution for the issue. All complaints, grievances, investigations, notes, and reviews are considered

private information and are therefore kept confidential. Laws relating to the disclosure of Protected Health Information (PHI) may apply.

Complaint/Grievance/Appeals Process Flowchart

Submit Verbal Complaint (or Grievance),
whichever is chosen to start with

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graph TD; A[Submit Verbal Complaint (or Grievance), whichever is chosen to start with] --> B[If started with Verbal Complaint that did not get resolved, Grievance can then be submitted]; B --> C[MDLC will conduct investigation and return with a decision]; C --> D[Submit Appeal (if unhappy with Grievance decision)];
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get resolved, Grievance can then be submitted

MDLC will conduct investigation and return
with a decision

Submit Appeal (if unhappy with Grievance
decision)