



Grievance (Complaints) Policy

PURPOSE:

To outline the process by which a client of Brightlife Enhancement Services, believing their rights as a client to have been violated, can seek and obtain fair hearing and resolution of such grievance.

POLICY:

Brightlife Enhancement Services LLC acknowledges that differences or disagreements may arise during the treatment process and wishes to resolve such instances in an expeditious and prudent manner for the benefit of the client, agency and all affected parties. Therefore, the following protocols have been established:

PROCEDURES:

The Compliance Officer of Brightlife Enhancement Services LLC will act as the Client Rights Representative who has the responsibility for overseeing the client complaint process and will provide such assistance as may be necessary for a client to file a complaint.

The Client Rights Representative will be available during routine agency operating hours, 8:30 AM to 5:00 PM, to meet with any client desiring to initiate the complaint procedure. If the Client Rights Representative is unavailable when a client makes contact with Brightlife Enhancement Services LLC to initiate a complaint, either the Client Rights Representative or, in the case of extended unavailability, the Program Director will make contact with the client within three (3) working days.

In the event that a client articulates a complaint or poses questions about filing a complaint, staff members of Brightlife Enhancement Services LLC are responsible to provide the client with the name and availability of the appropriate Client Rights Representative. Should either of Client Rights Representatives be the subject of a complaint, the Program Director will function as an alternate Client Rights Representative and will work with the client to explain and offer assistance with the complaint procedure.

Upon expressing to the Client Right's Representative, one's desire to file a complaint, the complainant is entitled to a private conference with the Client Rights Representative. Such conference shall be scheduled by the Client Rights Representative within three (3) working days of the complainant's request. During this conference, the Client Rights Representative will provide a copy of the Brightlife Enhancement Services LLC Client Complaint Policy and will review and explain said policy.



This Client Complaint Policy serves as notification that all complaints must be submitted in writing, and that the Client Rights Representative is available to assist the complainant in preparing a written complaint as may be necessary.

Informal Complaints: if a client is unhappy with something that has occurred that does not rise to the level of a formal complaint, they may seek an informal resolution with the staff involved and the Program Director. Informal Complaints will be tracked but may be handled internally providing the client and staff are satisfied with the resolution.

Formal Complain; if a client believes that their rights have been violated, they always have the right to treat it as a Formal Complaint. All processes and procedures required by the State and Brightlife Enhancement Services LLC Policy will be followed. Any time the client or the staff believe that a violation of Client Rights has occurred, it will be treated as a Formal Complaint.

All written client complaints are to be submitted to the Client Rights Representative and should include the following information:

- The date, time and location at which the complaint or alleged violation of client rights occurred;
- The names or description of individuals involved in the incident or situation being grieved;
- A brief narrative of the incident or complaint;
- The name of the client filing the complaint;
- The date of complaint filing verified by the signatures of both the complainant and the Client Rights Representative. If a third-party files the complaint on behalf of the client, the signature of that third party should also be included with the date of complaint filing.

The Client Rights Representative shall investigate the complaint and provide the complainant with a signed and dated summary of any findings and the proposed resolution within twenty-one (21) days of the written filing. A copy of any such findings will also be provided to the Program Director. Any extenuating circumstances indicating extension of this twenty-one (21) daytime period must be documented with written notice of such extension provided to the complainant.

If the proposed resolution is not satisfactory to the complainant, they, accompanied by the Client Rights Representative, will meet with either the Program Director to promote resolution of the complaint. Such meeting must be requested within five (5) working days of the notification of findings and will be scheduled within five (5) working days of the



request. Following this meeting, the Program Director will investigate the complaint and will render a decision within five (5) working days from the time of the meeting.

If the grievant is unsatisfied with the findings of the written response, he/she will be referred to a third party outside of the organization. The grievant will be referred to the Office of Health Care Quality, 55 Wade Ave, Catonsville, MD 21228, (410) 402 - 8056.

Following receipt of a complaint from a client or another person acting on behalf of a client of Brightlife Enhancement Services, within three (3) working days the Client Rights Representative will acknowledge receipt of the complaint in writing to the person responsible for the filing. The written acknowledgment will include, at minimum, the following information:

- Date the complaint was received;
- Summary of the complaint;
- An overview of the complaint investigation process;
- The timetable for completing investigation of the complaint and notifying the complainant of proposed resolution;
- The contact name, address and telephone number of the Client Rights Representative.

In addition to this initial acknowledgment, written notification and explanation of the disposition of any complaint will be supplied to the client at each stage of the complaint process within the time frames specified in this policy.

Non-Retaliation

In the event that a complaint is filed either internally within Brightlife Enhancement Services LLC or with an outside organization, it is the strict policy of Brightlife Enhancement Services LLC that the complaint will not result in retaliation toward the complainant, create a barrier to the provision of services, or the refusal on the part of Brightlife Enhancement Services LLC employees to provide the availability or assistance of the complainant seeking an advocate.

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