POLICY AND PROCEDURE

REACH for Tomorrow

RRRights - 107

TITLE: Appeals and Grievances

EFFECTIVE DATE: 2/16/24 AUTHORIZED BY: Board of Trustees

This policy shall apply to REACH for Tomorrow and all services operated by or under contract with it.

1.0 Purpose:

To establish fair, efficient, and timely appeal processes to resolve complaints at the level closest to the service delivery system, thereby enhancing the overall goal of improving the quality of care.

2.0 Appeals and Grievances:

2.1 An individual who files an appeal and/or grievance shall not be retaliated against or presented with barriers to services as a result of filing the grievance and/or appeal.

2.2 Should an individual who files an appeal and/or grievance need assistance to understand the appeal process, REACH for Tomorrow shall offer assistance from REACH representatives and/or provide referrals to potential community resources, such as advocacy organizations and other available assistance, including legal representation. REACH for Tomorrow is not responsible to fund costs incurred by the individual for representation related to the appeal process.

2.3 REACH for Tomorrow shall make complaint, appeal, and grievance forms and processes readily available to individuals receiving support and services.

2.4 Both REACH for Tomorrow and the individual filing an appeal and/or grievance have certain rights and responsibilities that shall be adhered to during the appeal and grievance process.

3.0 Monitoring and Review:

The Chief Executive Officer is responsible for ensuring that procedures are followed to implement the intent of this policy.

CARF Standards Manual Rights of Persons Served, Screening and Access to Services, Orientation