



## **Minute Man Arc Complaints and Grievances Policy by Individuals Served, Families, or Guardians**

If a person served, family member, guardian, or staff member has a complaint or grievance about a policy, procedure, or condition existing in a Minute Man Arc program that does not entail imminent danger, abuse, neglect, or mistreatment\*, these steps can be taken:

1. Discuss the concern with a staff person in the program to see if it can be resolved. The program's Human Rights Advocate shall assist with this.
2. If the concern is not resolved, the person completes a complaint form and gives it to the Program Manager. If the person has a guardian and files a human rights complaint, the guardian will be notified within one business day.
3. The Program Manager will review the grievance and respond within five business days. If needed, the Program Manager will schedule meetings with all parties involved in the grievance including guardians, will keep notes of all meetings, will summarize the issues involved, and will develop a resolution of the grievance. The Program Manager will notify in writing all parties involved the resolution of the grievance.
4. A copy of this notification and a copy of the Internal Review form will be placed in the grievance file at the program site and sent to the Program Director and the CEO.
5. If the resolution does not meet with the satisfaction of the person served, family, or guardian an appeal may be made within five business days to the Program Director in writing or by completing the Internal Grievance/Complaint Appeal Form.
6. The Program Director will review the appeal of the grievance, make a written summary of the issues involved, and determine a resolution of the grievance within five business days. The Program Director will notify parties in writing of the resolution of the grievance. A copy of the notification will be placed in the grievance file at the program and sent to the CEO.
7. If the resolution of the issue still does not meet with the satisfaction of the person filing the grievance, a final appeal may be made to the CEO in writing or by completing the Appeal Form. The CEO will review the appeal, conduct a grievance meeting if needed, and make a written summary of the final resolution of the grievance within five business days. The CEO will notify in writing all interested parties of the resolution of the grievance.
8. A copy of the decision will be placed in the grievance file at the program.
9. All human rights grievances and complaints will be reviewed by the Human Rights Committee at each meeting, as well as cumulatively on an annual basis.



10. Outside resources such as DDS Service Coordinator, MRC Vocational Rehabilitation Counselor, or the DDS Regional Human Rights Specialist can also be contacted at any point in this process.

\* Situations involving imminent danger, abuse, neglect, or mistreatment should be immediately reported to the CEO and to the Disabled Persons Protection Commission (DPPC) at 617-727-6465.



**Complaint and Grievance Form**

Name of Person Making Complaint: \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_ Date: \_\_\_\_\_

Program(s)/Department(s) Involved in Complaint: \_\_\_\_\_

Describe your complaint or concern. (Please include names, dates, locations and all relevant information-attach additional sheets of paper as needed):

Are you currently afraid or concerned about your safety or support services?

Has DPPC been contacted?

What would you like to see as a resolution for this situation:

Signature of person making complaint: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of person assisting with form: \_\_\_\_\_ Date: \_\_\_\_\_

\*Please maintain a copy of this form for your records.