



## **Grievance Policy & Procedure**

### **Policy:**

To ensure that the client(s) served are afforded unimpeded access to report complaints against the program, or employee, and to provide a procedure for employee to follow.

**Definitions:** ROI defines a formal complaint as a grievance, offence, or dissatisfaction about a decision, service or product that is recorded.

**General Statements:** Filing a grievance will not result in retaliation or barriers to product(s) or service(s). The grievance procedure will be posted and available for download on our website. Any client has a right to submit grievances.

### **Procedure:**

1. The Grievance policy and procedure will be reviewed with the client during orientation.
2. The client will sign to acknowledge he/she has reviewed, understood, and received a copy of the grievance policy and procedure.
3. The grievance is reviewed by the CEO/President or designee who reports all grievances to the Quality Management Authorized Employee Member, or Committee, on a quarterly basis.
4. The grieving client will complete the Grievance Form (which is also available on our website at [www.recoveryoutcomes.org](http://www.recoveryoutcomes.org)) and mail it to the CEO/President or designee at Recovery Outcomes Institute, Inc., Attention CEO/President- Dr. Paul Ahr, 113 Moorings Dr., Lantana, FL 33462, or by sending electronic correspondence directly to the CEO/President or designee at [Paul.Ahr@recoveryoutcomes.org](mailto:Paul.Ahr@recoveryoutcomes.org).
5. Each grievance should include; time/date of event(s), all names of those involved, summary of grievance, and desired outcomes.
6. Upon submission of a grievance, the CEO/President or designee will acknowledge receipt of and initiate investigation of the grievance to the grieving individual within two (2) business days.
7. The CEO/President or designee will complete a thorough investigation of the grievance, including, but not limited to, interviews with the employee and client, when necessary. The CEO/President, or designee has 15 business days to attempt to resolve the grievance to the satisfaction of the grieving client and will document all actions taken on the Grievance Form.
8. The CEO/President or designee will communicate the findings of the grievance with the grieving client. The grieving client will then sign the appropriate section of the form to either indicate satisfaction or dissatisfaction with the outcome.



9. In the event the client is not satisfied with the outcome, the CEO/President or designee will forward the grievance to the Board of Directors for further review and final resolution, within the 15 business days.
10. If the client remains unsatisfied, the client may request a formal hearing.
11. The formal hearing will be scheduled to accommodate the client. A panel designated by the Board of Directors will hear the case. Both client and employee may present information to assist in finding an appropriate and fair outcome.
12. The results of the appeal/formal hearing will be appropriately documented on the space available on the Grievance Form.
13. The Grievance Form, once completed, is immediately stored in the RNS Software.
14. To provide written verification of the outcome of the grievance, either the copy of the Grievance Form, with all actions documented, may serve or the CEO/President or designee will send a letter to the client summarizing the findings and outcomes of the grievance. The letter will state whether the outcome was acceptable or unacceptable to the client.