

Des Moines Valley Health and Human Services Community Complaint/Grievance Response Process Admin Policy DV 2600

The process applies for resident complaints/grievances only.

Purpose:

Des Moines Valley Health and Human Services (DVHHS) is committed to maintaining integrity, honesty, and a relationship with the community based on trust and confidence through transparency. If a person from the community and/or client/resident you are working with asks to file a written complaint/grievance, they have the right to do so. If that request is made, please supply the person with the “DVHHS Written Complaint Report” form. The complaint/grievance can be about an individual worker, the agency, and/or a specific DVHHS department. The Community Complaint/Grievance Response process does not supersede established federal/state and/or local grievance and appeal processes. The internal process allows community members/customers/clients to voice their concern(s) and request a review of the situation.

Guidance:

Resident/DVHHS customer/client has the right to file a grievance/complaint. Part of their grievance/complaint may also include the request for a secondary review of their case file to determine if actions were appropriate and the agency/department/worker followed existing rules and regulations.

- Resident/ DVHHS customer/client must complete the “DVHHS Written Complaint Report” form, or they must ask for an accommodation (if they cannot complete the form) in which case an DVHHS worker can take a verbal complaint and document what was reported onto the form.
- The “DVHHS Written Complaint Report” form must be sent to the DVHHS Human Resources Department at PO Box 67, Jackson, MN 56143 or hrdepartment@dvhhs.org.
- The DVHHS Human Resources Department will review the grievance/complaint and assign it for follow-up as appropriate. Assignment would go to one of the DVHHS Supervisors, Director of the respective department and/or the Human Resources Department.
- The Agency will acknowledge in writing receipt of written complaints/grievances as soon as possible, but no later than seven(7) business days after receiving the complaint or grievance.
- Upon completion of the review process, Supervisor/Director must provide a written summary and recommendations to DVHHS Human Resources.
- Administrative Services Director reserves the right to make a final decision regarding the complaint/grievance.
- Administrative Services Director must notify complainant, in writing, by sending a certified letter and an email (if possible), regarding the decision and outcome of the complaint/grievance review process.

- The agency has sixty(60) calendar days to review and provide a written response to a complaint/grievance.
- A copy of the “DVHHS Written Complaint Report” form, any associated notes/documents, a copy of the notification letter, and certified mail receipt must be kept in the resident’s/customer’s/client’s DVHHS file.

For questions, contact: Human Resources at hrdepartment@dvhhs.org

Complaint and Grievance Resolution Steps:

The steps in the Grievance Process are as follows:

1. Talk to the worker or unit supervisor to attempt to resolve complaint or grievance on an informal basis.
2. Complete “Written Complaint Report” form and submit it to the supervisor. The written complaint should include:
 - a. Date submitted;
 - b. Complainant’s name;
 - c. A complete explanation of complaint/grievance with as many details as possible;
 - d. A description of the action the complainant would like the agency to take to resolve the complaint/grievance.
3. The Agency will respond in writing to written complaints/grievances as soon as possible, but no later than seven(7) business days after receiving the complaint or grievance.
4. If complaint/grievance is not resolved to satisfaction, the complainant may request in writing that the Administrative Services Director review the written complaint and agency’s response. The request should be submitted to: hrdepartment@dvhhs.org

While the complainant is encouraged to follow these steps in sequence, they may submit a grievance beginning with any of the steps listed above.

Reference: Written Complaint Report