

CONSUMER GRIEVANCE POLICY & PROCEDURES

Purpose

These procedures establish a system through which applicants for and recipients of service from Martha Lloyd Community Services (MLCS) and its affiliates may present grievances/appeals about the operation of service programs. The procedures are designed to ensure prompt investigation and resolution of complaints.

Right to Appeal

Applicants, recipients of service, and/or their parent/guardian, or advocate have the right to appeal the following:

- Denial or exclusion from programs administered by MLCS, or its subsidiaries.
- Goals set by MLCS interdisciplinary team members.
- Treatment decisions, including those contained in the Individual Service Plan (ISP).
- The failure by the program to recognize the recipient's choices.

Notification

All consumers of MLCS, their families and advocates shall be informed of the *Consumer Grievance Policy and Procedures*, and shall be provided with a copy of the policy and procedures when services are initiated. The *Consumer Grievance Policy and Procedures* will be posted in each MLCS facility.

Procedure for Appeals

Appeals may be made to the President of Martha Lloyd Community Services, or to the local County MH/MR Administrator. The name and telephone number of the President of Martha Lloyd Community Services and of the local Human Services Agency (HSA) Administrator is posted in all Martha Lloyd Community Services facilities, and is a part of these policies and procedures.

Appeals made to the President of MLCS may be made in writing or orally.

Those filing appeals with the President of MLCS will be granted a fair hearing as soon as possible, but not later than fifteen (15) days after the appeal is filed. The President may request information prior to the hearing from persons who have knowledge of the matter being grieved.

The President or his/her designee will hear all sides of the issue during the hearing. MLCS Corporate Directors, Program Supervisors, Program Specialists, Health Services Supervisors, and Direct Care Workers may be included in hearings as appropriate.

The consumer may be represented by persons of his/her choice during the hearing, and may ask that others provide information for consideration.

The President will seek to resolve the grievance in a manner that is best for all parties, and that is consistent with the MLCS Admission /Discharge Policy and all applicable laws and regulations.

The President will render a decision in writing within fifteen (15) days of the hearing.

Training

All staff will receive Grievance Policy and Procedure training as part of orientation to the agency, and annually thereafter.

Appeal Contact Information

Martha Lloyd Community Services

Mr. Richard S. MacIntire, President/CEO
190 W. Main Street
Troy, PA 16947
570.297.2185 x223

Bradford County Human Services

Mr. William Blevins, Administrator
220 Main Street, Unit #1
Towanda, PA 18848
570.265.1760

Tioga County Human Services

Mr. Samuel Greene, III, Administrator
1873 Shumway Hill Road
Wellsboro, PA 16901
570.724.5766