



DRI GRIEVANCE POLICY

Overview

It is the policy of Disability Rights Idaho (DRI) to treat all clients, potential clients, and all other individuals who have contact with DRI with professionalism and respect. In addition, DRI does not discriminate in its programs, activities, and services. It is DRI's policy to provide services to all people without regard to race, color, religion, ancestry, national origin, age, gender, gender identity, culture, intellectual, mental health or physical disability, marital status, sexual orientation, sexual identity, socio-economic status, unfavorable discharge from military service, or citizenship status.

The grievance procedure should not be seen as an adversarial process but simply as a means of providing you a way to facilitate the resolution of complaints rapidly and fairly.

DRI provides information about its grievance process to clients, potential clients, and all other individuals who have contact with DRI in several ways. DRI maintains a reader-friendly grievance process on its website. DRI notifies individuals who have sought assistance from DRI about the grievance process with all information and referral, technical or short-term assistance or closing letters and upon request.

NOTE: This is the Formal Grievance procedure, detailing the specific steps for filing a grievance. DRI strongly encourages you to work out your concern in an informal manner with the DRI employee or employees involved and to use this formal process only if those informal methods have been tried and fail.

Who may file?

DRI maintains a grievance process that allows clients, potential clients, and all other individuals who have contact with DRI seeking assistance from DRI to present complaints about the receipt of services. In addition, individuals who

have received or are receiving mental health services, and their family members or representatives, may file a grievance if the person believes that DRI is not following federal protection and advocacy laws for people with mental illness.

What can be grieved:

If you believe that DRI:

- Did not provide you with effective services.
- Wrongly denied you help.
- Violated our legal obligations.

Timelines:

The timeline for filing a grievance is within thirty (30) days of the decision that you are complaining about. At any time in the process, the grievance may be accelerated if necessary to protect your legal interests.

How to file a grievance:

The process is initiated by a written grievance mailed or delivered to the Executive Director.

Every reasonable accommodation will be provided if requested in advance by you to facilitate full participation despite any disability or alleged disability.

You are asked to provide the following information when filing a grievance:

1. Name, address, and phone number where DRI can reach you. Let DRI know the best way to communicate with you. For example, if you need large print or if you prefer email communication, let DRI know.
2. If the grievance is on behalf of a family member, that person's name, address, and phone number, your relation to that person including if a legal representative such as a parent of a minor or a guardian.
3. The reason for the grievance? What did DRI do or not do? When did this happen? Who made the decision? If the grievance is about how DRI legally operates its programs, describe your concern.

4. What DRI should do now?
5. Any deadlines that DRI should know about, especially those that are soon?

No grievance is refused if not all information is provided. Instead, during the review process, the Executive Director will try to gather additional information to ensure a full and complete review of the person's complaint.

Review Process:

DRI tries to address all grievances by talking with you about the issue. The Executive Director will contact you to learn more about your disagreement. They will review your file (if any) and discuss your case with your DRI worker or contact person. They may talk to other persons who might know about the decision you are appealing. They may ask you to meet with them and other DRI staff. They will then decide whether the decision was consistent with the law, with agency policies and procedures, and sound professional judgment. You will usually get a written decision from the Executive Director within thirty (30) days unless special circumstances cause a delay. If the grievance is found to be valid, corrective action will be taken by the Executive Director, and the action taken will be communicated, in writing, to you.

The Executive Director may designate another DRI staff not involved in or the subject of the grievance to investigate the grievance.

If you disagree with the Executive Director's decision, you may appeal to the DRI Board of Directors within ten (10) days by phone or in writing. Information about appealing is provided in the written decision. The review process does not include an opportunity for you to speak directly to the Board either by phone or in person. The Board will review the grievance to determine if DRI followed its programmatic policies and procedures, including client eligibility determinations and the application of Board- approved annual programmatic priorities. The Board will not review whether appropriate legal strategy or merits decisions were made, or whether DRI staff can represent a client within the bounds of Idaho's Rules of Professional Conduct for lawyers.

Appeals to the Board shall be sent to DRI to the attention of the Board President. Within 30 days of receiving the appeal, the President or designee

(another board member) will investigate the findings of the Executive Director and obtain additional information if necessary. The President, or designee, will review their findings with the Executive Committee of the Board and render a decision within 30 days. The Board has a maximum of 60 days from the date it receives an appeal to render a decision.

GENERAL PROVISIONS:

a. Confidentiality: All information provided by a person as part of the review process will be kept confidential. This confidentiality extends to the Board. If the person asks that privileged information be shared with the Board for the purpose of deciding the appeal, the client will be provided the opportunity to provide this consent.

Grievances by persons receiving services from programs that require additional levels of protection for personally identifiable information, such as the Rep Payee or PABSS grant, must comply with all grant requirements and adjustments to the review process. This may include elimination of Board review because of the requirement that only certain security cleared DRI staff may review personally identifiable information under those programs. Persons from these programs will be notified of the necessary adjustments to the review of their grievance.

b. Mailing procedures: To document delivery of DRI's response to grievances or appeals, DRI will normally use U.S. Postal Service, Certified Mail/Return Receipt. Additionally, a complete copy of the response will be sent by regular U.S. Mail. If a grievance or appeal was received by e-mail, the response will normally also be sent by e-mail. When sending a response by e-mail, both a delivery receipt and a read receipt will be requested.

A DRI grievance/appeal response will be considered delivered as of the last of the following events: (1) the delivery date shown on any certified mail/return receipt card, (2) the date shown on an e-mail delivery response, or (3) three delivery days after mailing via regular first class mail to the address provided by the individual (the US Postal Service Standards for First Class Mail currently allow for three (3) delivery days within Idaho).

Any appeal will be considered and submitted on time to the DRI Board of Directors if it is postmarked within the required ten (10) business days.

Similar documentation of mailing date by a commercial delivery service or by e-mail is also acceptable. If a DRI response is not deliverable at the postal address or email address provided by the individual, the grievance appeal process will be considered completed as of the date DRI receives evidence of non-delivery. Evidence of non-delivery may be determined by electronic tracking on the U.S. Postal Service website, physical return of the P&A response letter, or by e-mail notification that an e-mail could not be delivered.

c. Annual reports: The Executive Director or designee shall report annually to the Board of Directors, and the Protection and Advocacy for Individuals with Mental Illness (PAIMI) Council describing grievances received and their resolution; no personally identifiable information shall be included in these reports.

Expectations of Employees

1. Employees will be notified of a grievance received and will cooperate by providing information requested during the investigation.
2. The employee shall receive copies of any written or recorded materials relating to the grievance against them. The employee will have an opportunity to respond to all allegations.

We would like to hear from you. Please tell us where you would like DRI to focus its work by completing the survey found at:

<https://forms.office.com/r/gZtFPsfHID>. If you would like a hard copy of this survey, please call our office at (208) 336-5353, and a survey will be mailed to you. We appreciate your time and effort to help us achieve our mission.



DRI GRIEVANCE FORM

9542 W. Bethel Ct.

Boise, ID 83709

208-336-5353

info@disabilityrightsidaho.org

Name: _____

Address: _____

City: _____ State: _____

Zip: _____

E-mail: _____

Requested accommodations (if you need large print or if you prefer email communication):

Please mark which applies to your grievance:

I am a client or prospective client of DRI.

I am a family member or legal representative of a client or prospective client of DRI.

What best describes your complaint or grievance? (choose one)

I believe DRI:

Did not provide me with effective services.

Wrongly denied me help.

Violated its legal obligations.

Additional information:

a. Why do you believe you were not provided effective services or wrongly denied help?

b. What did DRI do or not do that you do not agree with?

c. When did this happen?

d. Who made the decision?

e. If you believe DRI violated its legal obligations, please describe your concern.

f. What do you believe DRI should do now?

Are there any deadlines that DRI should know about, especially those that are soon?
