

STEP, INC.
GRIEVANCE PROCEDURES FOR CLIENTS, CLIENT REPRESENTATIVES
AND OTHERS

- A. If a client worker has a concern about a situation in his/her daily work situation, he/she should talk to the staff person that is supervising him/her at the time, or to another staff person he/she is comfortable with. The staff person should help him/her with the problem within 3 calendar days, or within 3 calendar days let him/her know how the problem can be resolved.
- B. If a concern, grievance or complaint affects a person's health and safety, staff will respond promptly to the grievance in order to ensure the person's health and safety is maintained.
- C. If the client does not think the concern is resolved, he/she should talk to his/her designated program coordinator, who should respond within five calendar days with an answer about how the problem may be resolved. Exceptions may be made to this time frame depending on the client's service schedule. If the client does not think the concern is resolved, he/she should then follow the procedure that starts in E. below.
- D. Upon request, staff will provide assistance with the grievance procedure to a client and/or their legal representative, including putting the grievance in writing. Staff will also provide names, addresses, and phone numbers of outside agencies that may provide assistance to the person.
- E. In the event a client, client legal representative, family member or other person has a grievance regarding program policies, admission/demission decisions, or other STEP, Inc. Board or staff actions, he/she should discuss this with the Executive Director, who will respond to the person within fourteen calendar days. People making a grievance are asked to identify it as a formal grievance, to report it within 30 calendar days of the incident or action and to put the grievance in writing or on a provided form. The written statement must include a description of and reason for the grievance, the date(s) of the grievance, previous attempts to resolve the situation, persons involved, the location of the grievance (if applicable), the date of the statement, the name of the person making the statement and a signature.
- F. If upon receipt of the Executive Director's decision, the person continues to be dissatisfied, he/she may submit the grievance in writing within one week to the Chairperson of the Board at STEP, Inc, P.O. Box 110, 5 Downtown Plaza, Fairmont, MN 56031 (507) 238-4341. The Chairperson will refer the grievance to the appropriate Committee of the STEP, Inc. Board. Upon receipt of the grievance, the Committee will make a written decision within 14 calendar days.
- G. If the person is not satisfied with the decision, the aggrieved person may submit the grievance to the full STEP, Inc. Board which will review the grievance within

20 calendar days of receipt of the written grievance. The STEP, Inc. Board shall notify the person in writing of its decision within 14 calendar days of the review.

- H. Depending on the nature of the complaint or grievance, an attempt will be made to resolve the complaint or grievance within 30 days. If the complaint cannot be resolved within 30 days, the reason will be documented and there will be a plan for resolution.
- I. Review of the grievance and/or complaint will include an evaluation of:
1. Whether related policies and procedures were followed and were adequate
 2. If there is a need for additional staff training
 3. Whether the complaint is similar to past complaints with the people staff or services involved:
 4. If there is a need for corrective action by STEP to protect the health and safety of people receiving services
- J. If the review of the grievance and/or complaint shows the need for a corrective action plan, a plan will be developed, documented and implemented that correct current lapses and prevents future lapses in performance by the staff or STEP.
- K. Following the review and resolution of the grievance and/or complaint, the staff responsible for handling the grievance will provide a written summary of the complaint and a written notice of the complaint resolution to the aggrieved person and, if applicable, to their case manager. The written summary and resolution notice will be maintained in the client's record if specific to an individual. The written summary will include:
1. identification of the nature of the complaint and the date it was received
 2. the results of the complaint review
 3. identification of the complaint resolution, including any corrective action taken.
- L. The action of filing a formal grievance or complaint, if done in good faith, will not result in retaliation or be a barrier to services being provided.

Reviewed and Approved by the Board of Directors
March 10, 2021

STEP, Inc.
Written Grievance

A written grievance may be made on this form or on in a format of the individual's choice. Written statements should be submitted to the Executive Director.

Name of Person making statement: _____

Description and Reason for Grievance:

Date of Grievance: _____

Attempts to resolve the situation:

People Involved: _____

Location of grievance:

Other Comments:

Signature of Person Making Statement

Date of Statement

