

Participant Complaint and Grievance Policy

Anyone receiving services from RES Home Care has the opportunity to express their concerns regarding services provided without threat or fear of reprisal or discrimination. It is important to the agency that all complaints are heard and reviewed for the purpose of correcting problems and improving quality of services on an ongoing basis. Registering a complaint in no way jeopardizes the participant's right to receive services.

RES Home Care defines a complaint/grievance as any communication, verbal or written from a participant, or person advocating on behalf of a participant, to any employee of RES Home Care expressing dissatisfaction with any aspect of the agency's operations, activities, services or behavior, regardless of whether any remedial action is requested. RES Home Care investigates and resolves complaints based on the agencies policies to ensure the welfare and rights of RES Home Care clients.

The procedure for filing a complaint or grievance with RES Home Care, Inc. is as follows:

1. Inform the Supervisor of the service that is the subject of the complaint by calling **(631) 732-4794**

-Community Services Department: Maria Kolitsos, Community Services Director x123

PBIS (Positive Behavioral Interventions and Supports)

ILST (Independent Living Skills Training)

CIC (Community Integration Counseling)

-Structured Day Program (SDP): Maria Kolitsos, SDP Director x123

-Service Coordination (SC): Adrienne Oliveri, Service Coordinator Director x133

****If the complaint is about the Supervisor listed, the person registering the complaint may contact Quality Assurance/Compliance Officer, Diana Vollaro x116.**

2. The appropriate Supervisor will respond to the complaint and contact the individual placing the complaint within 72 hours.
3. The appropriate Supervisor will conduct a complaint investigation and provide a written response within 30 days of receiving the complaint.

4. APPEALS PROCESS:

- If the person filing the complaint is not satisfied with the response, they should contact Staci Herbst, Vice President at **(631) 732-4794 x 130**
 - i. The agency must be notified of the desire to appeal the original written response within 15 days from the time the written response was received by the participant or the person placing the complaint.
 - ii. Vice President will review the original complaint, the agency's first written response, the reasons for dissatisfaction with this first response and will also conduct additional investigative activities, as necessary.
 - iii. Vice President will provide the person with a second response within 15 days of appeal.

5. ADDITIONAL APPEALS PROCESS:

- I. If the person filing the complaint is still not satisfied with the agency's response, they should contact: Jodi Repperger, President at **(631) 732-4794 x115** and request that their complaint be reviewed
- II. The agency must be notified of the desire to appeal the original written response within 15 days from the time the written response was received by the participant or the person placing the complaint.
- III. The agency will provide the person appealing with a third response after Quality Assurance and President review within 15 days of appeal.

6. CONTACTING THE RRDS (FOR WAIVER PARTICIPANTS ONLY): The participant or advocate has the right to contact the RRDS if not satisfied with the final outcome of the agency's response. The RRDS is currently located in Suffolk Independent Living Organization (SILO) and can be reached at NHTD phone: 631-320-1662; TBI phone: 631-320-1662; Fax: 631-320-1664. The participant or advocate may also call the agency and request that all relevant information is directly forwarded to the RRDS. The request for RRDS intervention must be made within 15 days of receiving the agency's final response to the complaint. If the RRDS is not able to resolve the difficulties, the matter will be forwarded to the DOH's waiver management staff for review and final resolution.

If the complaint must be converted to a Serious Reportable Incident report, you (the Participant or complainant) will be notified and the incident review process will be started and documented.

***Abuse & Neglect Grievance**

-RES Home Care Service Coordinators distribute an Abuse and Neglect packet to the participant and/or legal guardian upon meeting with their Service Coordinator. This packet is reviewed annually during the writing of the participant's service plan. Re-education regarding the packet's contents will be provided as necessary.

-The participant and/or legal guardian is provided with the SRI Education Sheet regarding abuse and neglect.

-The participant and/or legal guardian is provided with a copy of the NHTD/TBI complaint process as well as instructions for the complaint process.

-Any complaint/grievance related to abuse and/or neglect will be documented via a serious reportable incident and sent to RRDS/DOH.