



Client Grievances

CR 3, ETH 4, FKC 2, MHSU 2, RPM 2.02

Effective– 12/04

Revision – 07/10, 2/13, 10/16, 6/17; 11/18

Overview

Our staff is committed to working in partnership with children and families. On occasion, families may have questions or concerns about the services they are receiving, or about our policies and procedures. Most of these matters can be resolved through discussion with the service provider or his/her supervisor. However, if problems persist, or clients feel they are being mistreated, they have the right to initiate a formal complaint.

Policy

All clients and their guardians have the right to file a grievance about the way they are treated by Boys & Girls Village staff, or about the services they receive. Grievances should also be filed by staff members on behalf of a client or guardian if they become aware of a concern that the client/guardian is reluctant to report. A mechanism for filing a formal complaint/grievance has been developed to ensure accountability and that issues are addressed in a timely manner.

Procedure

Upon admission to any program, the client and guardian receive a copy of the Grievance Report Form and directions on how to file a grievance. The client/guardian signs a notice indicating they have read and understand the procedure and have been given a copy of the form.

For Parents/Guardians and Teenagers

1. The person initiating the complaint (the “complainant”), should request a copy of the Grievance form from a BGV staff member. The staff member will provide the document and re-explain the policy and procedure for completing the form. The form should be filled out indicating the nature of the complaint, and the name of the staff member(s), if any, involved in the situation.
2. The form can be mailed to BGV or left with the staff member to be directed to the Chief Operating Officer (COO). The client/guardian may also submit a complaint to the State of Connecticut Commission on Human Rights and Opportunities at 25 Sigourney Street; Hartford, CT 06160.
3. The original completed Grievance Report Form will be forwarded to the COO or designee for review. These actions may include:
 - a. Interviewing the staff member involved in the grievance;
 - b. Interviewing the complainant for further information
 - c. Providing staff training or other types of follow up to staff members that are the subject of the grievance;
 - d. Filing a report of abuse or neglect;
4. Within two weeks of receiving the report, the COO or designee will formally communicate the outcome to the complainant and his/her guardian as appropriate.
5. A copy of each grievance and disposition/outcome is provided to the Quality Assurance & Compliance Department for monitoring and to upload to the client’s electronic health record by the Quality Assurance Technician.
6. All grievances that have been filed since the last Risk Management meeting will be discussed in that forum to determine whether further procedural or programmatic action is needed. The CEO, COO, and Agency leadership including the Privacy Officer attend those meetings.

7. The CEO shall apprise the Board of Directors of any issues related to grievances as needed.

For Children

The following procedure has been established to extend to younger children the right to initiate a grievance. As deemed age-appropriate, the staff member will inform the child that if s/he ever feels mistreated by anyone who works at BGV, s/he can either:

- 1) Ask the parent/guardian to report the complaint and a Grievance form will be provided to complete on behalf of the child and the procedure described above applies.
- 2) Make the complaint to a staff member that is not directly involved with their case who will assist him/her in completing the form.