

POLICY AND PROCEDURE CONCERNING COMPLAINT MECHANISM

I. PURPOSE

The purpose of this policy and procedure is to provide a complaint mechanism to people receiving services, the family, the legal representative, other team members and agency employees. It is implemented to comply with Title 205 Chapter 4 007 through 007.07.

II. AUTHORITY

This procedure is approved by the Governing Board and/or its designee.

III. PROCEDURAL DIRECTIVES

- A. When people receiving support, their family, legal representative or other team member (including NorthStar Services staff) are dissatisfied with the services provided by the agency, they may follow the steps listed below. NorthStar Services staff will provide whatever support is needed to fulfill the requirements.
1. Take their concern to the IPP Team for resolution, except for issues regarding staff schedules which would be taken to the supervisor closest to the issue for resolution.
 2. If dissatisfaction remains, the concern will be submitted in writing to the supervisor closest to the issue. The filing of a complaint shall stay the decision or action which is the subject matter of the complaint. The supervisor closest to the issue will respond in writing within ten (10) calendar days after receiving the complaint.
 3. If dissatisfaction remains, the concerned person may go to the Area Director. The concern must be expressed in writing to the Area Director within ten (10) calendar days, after receiving the response from the supervisor. The Area Director will respond in writing within ten (10) calendar days after receiving the complaint.
 4. If dissatisfaction remains, the concerned person may go to the Chief Executive Officer (CEO). The concern must be submitted in writing within ten (10) calendar days after receiving the response from the Area Director. The CEO has (10) days to respond after receiving the complaint. This decision shall be final and is not subject to appeal by the Governing Board.
 5. At any point in this process or if the CEO's decision/recommendation does not resolve the issue, the person may contact Nebraska Advocacy Services (1-800-422-6691) and/or Health and Human Services System - Services Coordination staff (NorthStar Services management staff should be contacted for the number).
- B. This procedure will be provided to and reviewed with each person receiving support, the family and the legal representative when services begin. Prior to or at the annual IPP meeting and upon request, NorthStar Services will review this procedure with each person receiving support, the family and the legal representative. Members of the IPP Team may also sign the Complaint Mechanism Review. Formal complaints will be maintained in the Area Director's office at each area program.

COMPLAINT MECHANISM REVIEW

I have received a copy of NorthStar's **Policy and Procedure Concerning Complaint Mechanism**. It has been reviewed with me:

- At the Intake Meeting
- At the Annual IPP Meeting
- Upon Request

_____	_____
Name	Date
_____	_____
Guardian (if applicable)	Date
_____	_____
Reviewer/Position	Date

We have reviewed the Policy and Procedure Concerning Complaint Mechanism:

_____	_____
Signature/Role	Date
_____	_____
Signature/Role	Date
_____	_____
Signature/Role	Date
_____	_____
Signature/Role	Date
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Signature/Role	Date

6/91
12/97
7/98
11/01
9/05