

TITLE: Grievance Policy and Procedure for Individuals/Parents/Guardians

POLICY: Any individual, parent/guardian of an individual or any person acting on behalf of an individual participating in a program of The Arc of Chester County has the right to file a grievance about conditions, services or lack of services provided by The Arc or appeal an administrative decision made concerning the individual.

PROCEDURES:

1. A grievance about any aspect of a program or an administrative decision shall be provided in writing or orally, to the appropriate Program Director. The Program Director shall respond in writing within three (3) working days and shall provide a copy of the letter to the Executive Director.

NOTE: Any grievance alleging abuse should be made directly to the Executive Director, who shall investigate immediately. The Executive Director shall respond to the grievant in writing within two (2) working days.

2. If the grievant is dissatisfied with the response, or if no response is received, he/she may appeal in writing to the Executive Director. The Executive Director shall respond in writing within three (3) working days and shall provide a copy of the letter to the President of The Arc Board of Directors.
3. If still dissatisfied, or if the grievance is against the Executive Director of the Arc of Chester County, the grievant may appeal in writing to the President of the Board of Directors and shall forward a copy of the letter to the Executive Director. The president shall respond within three (3) working days and shall provide a copy of the letter to the members of The Arc Executive Committee, which shall act as an ad hoc Grievance Committee of the Board.
4. The parent/guardian shall have the responsibility of notifying the Supports Coordination office that he/she has filed a grievance.
5. Individuals filing a grievance without the assistance of a parent/guardian shall be assisted by Arc personnel. In order to ensure appropriate representation, Arc staff shall also assist in notifying when applicable the Supports Coordination office and the Executive Director and/or The Arc President.
6. The Executive Committee or another Board Committee shall meet with the grievant within five (5) working days. The grievant shall document the procedures he/she followed in the effort to reach an administrative resolution, including who was contacted and the nature of the response. The Committee shall determine the significance of the grievance and the resolution desired by the grievant.
7. The Committee shall then meet, within five (5) working days, with the appropriate administrative representatives. The purpose shall be to resolve the grievance, and the Committee may invite the grievant to be present, if appropriate.



8. Unresolved issues may be brought to a hearing chaired by a member of the Board Committee. This hearing shall be conducted within five (5) working days, and the Committee shall ask that the grievant and all appropriate Arc personnel be present. Notes of the proceedings shall be kept.
9. The grievant shall be notified of the right to be represented by counsel at the hearings. If the grievant chooses to bring counsel, he/shall notify The Arc Executive Director so that counsel may be present to represent Arc interests at the hearing.
10. The Board Committee shall hear all the parties it deems necessary. It shall then convene in private to make a final recommendation as to resolution of the issue(s). The recommendation will be made in writing to the grievant and to the Executive Director.
11. Should the grievant be dissatisfied with the Committee's recommendation or with the Executive Director's response to the recommendation, he/she may file a grievance in writing with the County MH/IDD Administrator where applicable.
12. The Quality Enhancement Committee will review the agency grievance policy and procedure annually and will review all grievance data, QM plan data as well as other quality initiatives data on at least a quarterly basis in order to address concerns and improve quality based on the review of the data.

7/15



The mission of The Arc of Chester County is to advocate, educate and provide services to empower individuals with disabilities and their families to enhance the quality of their lives. The official registration and financial information of The Arc of Chester County may be obtained from the Pennsylvania Department of State by calling toll free within Pennsylvania 1-800-732-0999. Registration does not imply endorsement. The Arc of Chester County is a 501(c)(3) nonprofit organization—contributions to which are tax deductible to the fullest extent permitted by law.

900 Lawrence Drive | West Chester, PA 19380 | T 610 696-8090 | F 610-696-8300 | www.arcofchestercounty.org | info@arcofchestercounty.org

The Arc of Chester County is affiliated with The Arc of Pennsylvania, The Arc of The United States, and The United Way.

I _____, have read and have had the “Grievance Policy and Procedure for Individuals/Parents/Guardians” explained to me. I understand that if I, or someone of my behalf, have a complaint about my program or wish to appeal an administrative decision, I may use the procedures outlines in this policy. A copy has been offered to me and/or my parent or guardian.

Signature of Individual, if age 18 or older

Date

Parent/Guardian, if applicable

Date

Arc Staff Person Explaining policy, if applicable

Date



The mission of The Arc of Chester County is to advocate, educate and provide services to empower individuals with disabilities and their families to enhance the quality of their lives. The official registration and financial information of The Arc of Chester County may be obtained from the Pennsylvania Department of State by calling toll free within Pennsylvania 1-800-732-0999. Registration does not imply endorsement. The Arc of Chester County is a 501(c)(3) nonprofit organization—contributions to which are tax deductible to the fullest extent permitted by law.

900 Lawrence Drive | West Chester, PA 19380 | T 610 696-8090 | F 610-696-8300 | www.arcofchestercounty.org | info@arcofchestercounty.org

The Arc of Chester County is affiliated with The Arc of Pennsylvania, The Arc of The United States, and The United Way.