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Description automatically generated **GRIEVANCE PROCEDURES**

The following is an outline of the Grievance Procedures for consumers who receive services from the Affiliate Santé Group.

1. Consumers will be advised of the grievance policy at the time admission.
2. Consumers may initiate a complaint or grievance by informing a counselor, the Clinical Coordinator/Supervisor, or any staff member of their concern.
3. Consumers will then be asked to submit the grievance initially to the direct care staff in writing or verbally. The direct care staff will inform the Clinical Coordinator/Supervisor of such concern.
4. If direct care staff is unable to resolve the grievance to the consumer's satisfaction, then the consumer will be asked to meet with the Clinical Coordinator/Supervisor to review the grievance and determine a resolution or plan of action within 5 working days of the initial complaint/grievance. (Consumers with literacy challenges can contact the Clinical Coordinator/Supervisor by telephone, and the Clinical Coordinator/Supervisor will document such call).
5. If the consumer is still not satisfied with the resolution or plan of action, the consumer will be asked to meet with the Program Director. Once the consumer has met with the Program Director, the Program Director will resolve the issue or take the issue to the Director of Corporate Compliance for a final decision. The Program Director will provide a written response to the consumer within 5 days of the meeting that includes:
   1. A summary of the complaint/grievance as presented by consumer
   2. The decision of the Program Director with respect to the grievance
   3. Explanation that the consumer may ask the Program Director to present the complaint/grievance to the Director of Corporate Compliance for review

Every consumer has the additional right of addressing a grievance with the Maryland Disability Law Center at 1-800-233-7201 or TTY 410-727-6387 or the appropriate LBHA. Contact information will be made available upon request.

The Program Director will retain all consumer grievance files and will review all complaints with the Director of Corporate Compliance, and if appropriate, the Operations Committee.

All consumers must be informed that, at any time, they may seek outside assistance with their complaint/grievance, such as from the referral source or from other agencies.

The Company with comply with the LBHA and/or Department of Health policy regarding any complaint lodged against the Company to the LBHA or DHS.

Consumers will be free from any form of retaliation or barriers to services as a result of any action they take to regarding the filing of a grievance.

This is notice that the consumer may submit any concerns and/or grievances in writing to: The Affiliated Santé Group, 12200 Tech Road, Suite 330, Silver Spring, MD 20904, ATTN: Director of Corporate Compliance. You may also file a complaint with the Maryland Department of Health at 410-402-8060