



## **Policy and Procedure Concerning Complaints and Conflict Resolution 8.605.5**

### **Purpose**

The purpose of this policy and procedure is to establish and communicate to each person receiving services, the avenues available for resolving complaints with A Better Life Experience, Inc.

ABLE seeks to find mutually beneficial solutions, to each complaint, in a timely and efficient manner. To this end, ABLE respectfully requests that complaints be brought to the attention of the Program Manager as soon as possible; however, ABLE will seek to resolve any complaint brought to their attention at any given time.

ABLE will also seek to assist with identifying an appropriate support person to assist the person in service in lodging a complaint. The complaint can be made orally or in written format. A detailed description of the problem will allow ABLE to better assist in the resolution process.

If the complaint is concerning the Program Manager, please contact the Senior Director. If the complaint is regarding the Senior Director, please contact the President.

No individual shall be coerced, intimidated, threatened or retaliated against because the individual has exercised his or her right to file a complaint or has participated in the complaint process. Filing a complaint will not cause you to lose any of your services.

### **Procedure**

When you file a complaint and it cannot be solved in a timely fashion or continues to occur after the initial filing of the complaint, this is what will happen:

- ABLE will schedule an informal meeting with everyone involved in the decision to try and take care of the problem. This meeting must be held no more than 15 working days after you make your complaint.
- Mediation may be used as an alternative to the informal meeting if all parties are in agreement. (See the end of this form for contact number.)
- If the problem is not taken care of at the informal meeting, either you, ABLE or the Case Manager can ask that the meeting include the Senior Director.

If you do not agree with a change or decision that ABLE makes, you can file a complaint with the President and ask to tell your side of the story to the people who made the decision.

When you file a complaint, this is what will happen:

- Within 10 working days, the President will schedule an informal meeting with everyone involved in the decision to try to take care of the problem.
- If the problem is not taken care of at the informal meeting, the President will arrange for everyone to meet with the Case Management Director or his or her representative.
- Everyone involved will have at least 10 working days of notice before the meeting. The meeting may be scheduled sooner if agreeable to all parties.
- You can bring someone with you to help present your information. (See advocacy listing at the end of this form.)
- You will receive an answer to the issue within 10 working days after the meeting.
- The President will review the decision and may choose to call another meeting for more information.
- After this meeting, a final decision on the matter will be made by the President within 10 working days. His decision is final.

Mediation Project (888) 815-6684

The Arc of Adams County (303) 428-0310

The Arc of Mesa County (970) 245-5775

Colorado Department of Health Care Policy & Financing (303) 866-2993