

**CHICAGO
CHILD
CARE
SOCIETY**

Standard Operating Policy and Procedure

Program:	Agency-wide	Issue Date:	2/21/06
Subject:	Grievance Policy for Persons Served	Revision #:	5
Approved By:	Executive Committee of the Board of Directors	Page:	1 of 2

POLICY:

All persons served by Chicago Child Care Society (including clients, biological parents, foster parents and other stakeholders) have a right to express grievance on matters related to fair and equitable treatment and decisions made on their behalf by the agency. The agency shall inform all persons being served of their right of grievance upon entrance into any program (through the Clients Rights and Responsibilities form) and again at the time a person served (or his/her parent or legal guardian) expresses a grievance.

PROCEDURE:

A *Grievance* is an expression of dissatisfaction with a manner of treatment or service by the person served, or in the case of a minor, the parent or legal guardian. All persons served will be given a written copy of the grievance policy upon admission into an agency program. A receipt copy of the grievance policy will be signed and dated by the person served and a copy will be maintain in his/her file.

If any person served by Chicago Child Care Society expresses dissatisfaction with treatment or service to his/her direct service provider that cannot be resolved, the person served shall be advised of his/her right to file a grievance.

1. The person served shall be advised that to register a grievance they must submit a written statement to their direct service provider's Supervisor. The Supervisor shall be expected to initiate an investigation of the grievance and contact the person served (via phone, fax, personal meeting, etc.) within two (2) working days upon receipt of the written grievance statement.
2. If a resolution of the grievance cannot be reached between the supervisor and the person served, the person served shall be sent a notice to submit the written grievance to the Program Director. The notice shall be sent to the person served within five (5) working days. If the person served submits the written grievance to the Program Director, the Program Director shall meet with the supervisor within two (2) working days and shall make a written recommendation to the person served for resolution within five (5) working days of receipt of the grievance.
3. The person served has the right to appeal, in writing, within ten (10) working days of the date of the Program Director's response to the Executive or Associate Director, if the recommendation by the Program Director is unsatisfactory to the person served.
4. The Executive or Associate Director shall review responsibility and accountability of all persons involved in order to make a fair and final recommendation. The Executive or Associate Director shall respond to the person served within 30 days with the Agency's final response. The Executive Director shall advise the board of trustees, at the next board meeting, of the filing of all grievances and the response of the agency.

The agency shall provide the person served assistance in completing a written grievance, if so requested. A copy of the grievance and the actions taken for closure are maintained in the individual's file. A copy of each grievance shall be provided to the Quality Improvement Department. Grievances shall be reviewed, at a minimum, quarterly by the Quality Improvement Department in an effort to assess if patterns of dissatisfaction exist and/or are developing. Reports of grievances are included in the Quality Improvement Director's reports to the Executive Director.

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Resolutions of all complaints shall be reported to the agency board of directors at its next meeting. Resolutions that are reported to the Board shall include copies of the written complaint and the agency's written response. The reports of grievance resolutions that are made to the Board of Directors shall be reflected in the minutes of the meetings.

For any clients served in a Illinois Department of Children and Family Services (DCFS) monitored program, the agency shall report grievance outcomes, in writing, to the DCFS regional licensing office or the DCFS Licensing Representative within 10 business days after a grievance is received.

The person served shall not to be denied service, reduced service, suspended or terminated from services for exercising grievance rights. In addition to the agency's grievance procedure, the person served has the right to contact regulatory agencies (i.e. DCFS, Department of Human Services, Office of Inspector General) for further assistance. The agency shall provide person's served with assistance in contacting regulatory agencies by providing the telephone number and address of the organizations.