



## GRIEVANCE PROCEDURE

It is the standard of Excelsior that all individuals have the right to make a grievance. A grievance is any expression of dissatisfaction. A grievance may be a concern over the quality of care or services, failure to respect the individual's rights, or an aspect of interpersonal relationships. It is also our standard that all grievances will be reviewed in a timely manner and that they all shall come to a resolution, whenever possible, at the lowest possible level of authority.

It is the responsibility of Excelsior staff to ensure that all participants receive a copy of the Grievance Procedure and the Individual Rights. These two documents shall also be posted in each living unit and shall be accessible to anyone receiving services with Excelsior.

The designated director shall ensure that copies of the final decision be distributed to all involved parties. Copies of the final decision shall also be kept for up to six years and stored separately in an onsite confidential file.

Whenever an individual is not satisfied with the decision, they may appeal to a higher authority in writing. If requested, assistance may be provided at any level by the local Ombuds, Excelsior staff, or your managed care organization.

Ombuds Service  
312 W. 8<sup>th</sup> Ave, Spokane, WA 99204  
(P) 1-866-814-3409, (F) 509-477-4667

Excelsior's standard procedure is to follow the steps outlined below:

1. The individual's complaint shall be submitted in (with assistance, if needed) to the Program Director, who will provide a decision in writing within 5 working days.
2. If the complaint involves the Program Director, the complaint shall be submitted to the designated administrator, who will provide a written response within 5 working days.
3. If the individual still feels that there is a complaint after the Director reaches a decision, then the participant may appeal the decision to the designated Operations administrator, who will be given a written response within 5 working days.
4. Problems or concerns that cannot be resolved will be referred to Excelsior's Executive Director or designee as soon as possible, but no later than 5 working days after receipt of the communication. The participant will be informed in writing that the problem or concern has been referred to the Executive Director. Excelsior's goal is to reach a resolution within 30 days, but a resolution should be made in no later than 90 calendar days.
5. This time frame can be extended up to an additional 14 days if requested, or if Excelsior can demonstrate that it needs additional information and that the added time is in the individual's best interest.
6. If the grievance is not resolved within 90 days, it becomes an action and the agency will send a letter of resolution to the individual regarding the resolution.



7. If the individual is not satisfied with the provider's written decision on the grievance, or if the individual does not receive a copy of that decision from the provider within 30 days (or no later than 90 days), the individual may choose to file a grievance with their MCO.
8. Excelsior will ensure that grievances are resolved even if the individual is no longer receiving services. Nobody shall be denied services nor be retaliated against for filing a grievance or participating in a fair hearing process.