



Damien Center Grievance Policy

Heretofore, all references to “Damien” will pertain to Damien Center and all other affiliated entities, including Damien Cares. When clients are referred, it is synonymous with patient for this policy and procedure. All clients who receive services through Damien have the right to register a formal complaint. This grievance policy will be displayed within the agency and all satellite offices and will be presented to each client at the time of intake or assessment.

The standardized grievance policy is intended to address specific issues within the services delivered within Damien. These services include testing, prevention, medical services, mental health services, Housing Assistance Program, Youth Services, food pantry access, case management, and other related programming. Damien will adhere to the Statewide Grievance Procedures when the complaint specifically relates to care coordination. The issues that may be addressed in a formal grievance include, but are not limited to, concerns about quality of care, perceived issues with confidentiality, or violations of procedures or policies. Issues regarding client concerns with other clients or external agency issues will not be addressed.

The client can expect that services will continue to be delivered without disruption, and without reduction in frequency or quality during the grievance process. The client will not be penalized or retaliated against for filing a grievance. The client will have the option to work in conjunction with an advocate of their choosing through the grievance procedures. Clients have the right to withdraw a formal complaint at any time in the process.

If a client’s grievance is with the agency’s normal grievance review staff, the grievance will proceed to the next level of review immediately.



Damien Center Grievance Procedure

The Damien Center's designated liaison for all client complaints will be the Quality Manager. This liaison will work with the client through each step of the process and ensure that all review and documentation is compiled thoroughly. The liaison will be responsible for routing the complaint to each review level. The liaison is a non-aligned, unbiased staff member who is not a case manager or supervisory staff member.

Step 1- The Client Presents a Concern or Complaint Regarding Damien Center Services

Immediately upon expression of a concern or complaint, the client will be directed to the Client Grievance Form. The liaison will then explain each step of the grievance procedure with the client and assist in ensuring the grievance form is completed. The form is created to ensure that the client is concise and descriptive regarding the complaint so that the complaint can be managed effectively. No attachments will be accepted. The completed form must be returned to the liaison within 30 days of the incident.

Step 2- The Liaison Directs the Client Grievance Form to the Staff Identified in the Formal Complaint

The liaison will review the form and submit the complaint to the staff member for review within 24 hours or 1 business day of the client's submission. Upon receiving the formal complaint, the grievance liaison will attempt to schedule an in-person meeting with the client and the staff member within 48 hours or 2 business days using the client's preferred method of contact. The in-person meeting must be held within 5 working days of the initial contact with the client. A copy of the complaint will be sent prior to the client meeting to the staff members.

If the liaison does not receive a response from the client within 48 hours, then the liaison will attempt to contact the client every 48 hours making three attempts with each method of contact listed on the grievance form. After the three attempted contacts, if the liaison does not receive a response from the client, then one last attempt to contact will be made a day before the grievance is closed. A grievance will be closed 30 days after it is submitted if the liaison does not receive a response from the client.

The in-person meeting with the client and staff member will make all reasonable attempts to resolve the concern to the client's satisfaction. The liaison will be present for this meeting (at the client's discretion) and prepare follow-up documentation at the meetings' end.

If the matter is resolved the client will sign the Client Grievance Form indicating satisfaction with the proposed resolution. The initial form will be filed by the liaison into the client's



confidential file. Additional documents collected will also remain in the client's file. STOP if complaint now satisfied.

If the meeting with client and staff does not satisfy the client's desired outcome, the liaison will immediately capture the client's signature indicating their dissatisfaction with the proposed outcome and forward the complaint to the next responsible party. The Department Head will be provided with the grievance form and a meeting with the client will be scheduled within 2 business days.

Step 3- The Liaison will Direct the Client Grievance Form to the Department Head

The Department Head for the staff identified in the formal complaint is to attempt to meet in person with the client to resolve the matter. The meeting must be scheduled within 5 working days of the receipt of the form from the liaison.

The Department Head and liaison will meet with the client to resolve the matter to the client's satisfaction. The liaison will be present to notate and prepare documentation directly following the meeting.

If the matter is resolved the client will sign the Client Grievance Form indicating satisfaction with the proposed resolution. The initial form will be filed by the liaison into the client's confidential file. Additional documents collected will also remain in the client's file. STOP if complaint now satisfied.

If the meeting with client and Department Head does not satisfy the client's desired outcome, the liaison will immediately capture the client's signature indicating their dissatisfaction with the proposed outcome and forward the complaint to the next responsible party. The Director of Quality Improvement will be given the grievance form, and a meeting with the client will be scheduled within 2 business days.

Step 4- The Liaison will Direct the Client Concern Form to the Director of the Quality Improvement

The Director of Quality Improvement is to attempt to meet in-person with the client to resolve the matter. The meeting must be scheduled within 5 working days of the receipt of the form from the liaison.

The Director of Quality Improvement and liaison will meet with the client and attempt to resolve the matter to the client's satisfaction. The liaison will be present to notate and prepare documentation directly following the meeting.



If the matter is resolved the client will sign the Client Grievance Form indicating satisfaction with the proposed resolution. The initial form will be filed by the liaison into the client's confidential file. Additional documents collected will also remain in the client's file. STOP if complaint now satisfied.

If the meeting with client and staff does not satisfy the client's desired outcome, the liaison will immediately capture the client's signature indicating their dissatisfaction with the proposed outcome and forward the complaint to the President and CEO (Chief Executive Officer). The President and CEO will be provided with the grievance form and a meeting with the client will be scheduled within 2 business days.

Step 5- The Liaison will Direct the Client Grievance Form to the President and CEO

The President and CEO of the Damien Center is to attempt to meet in-person with the client to resolve the matter. The meeting must be scheduled within 5 working days of the receipt of the form from the liaison.

The President and CEO and liaison will meet with the client to resolve the matter to the client's satisfaction. The liaison will be present to notate and prepare documentation directly following the meeting.

If the matter is resolved the client will sign the Client Grievance Form indicating satisfaction with the proposed resolution. The initial form will be filed by the liaison into the client's confidential file. Additional documents collected will also remain in the client's file. STOP if complaint now satisfied.

Step 6- The Liaison will Direct the Client Grievance Form to the Board of Directors

The Board of Directors of the Damien Center is to attempt to meet in-person with the client to resolve the matter. The meeting must be scheduled within 5 working days of the receipt of the form from the liaison.

The Board of Directors and liaison will meet with the client to resolve the matter to the client's satisfaction. The liaison will be present to notate and prepare documentation directly following the meeting.

If the matter is resolved the client will sign the Client Grievance Form indicating satisfaction with the proposed resolution. The initial form will be filed by the liaison into the client's confidential file. Additional documents collected will also remain in the client's file. STOP if complaint now satisfied.



Step 7- The Liaison will Direct the Client Grievance Form to the Indiana Department of Health

The Supportive Services Program Manager from the Indiana Department of Health is to attempt to meet in-person with the client to resolve the matter. The meeting must be scheduled within 5 working days of the receipt of the form from the liaison.

The Supportive Services Program Manager from the Indiana Department of Health and liaison will meet with the client to resolve the matter to the client's satisfaction. The liaison will be present to notate and prepare documentation directly following the meeting.

The decision of the Indiana Department of Health is final.

For program continuity and efficiency, The Damien Center will not process the same complaint by the same client more than once. Copies of all materials collected will be stored on-site in the client's confidential files. This completes the formal client grievance process.

Documentation of Process and Outcome

All records related to a client grievance shall be maintained in files separate from care charts and employee personnel charts. Grievance files are considered confidential and should be maintained in that manner. All grievance forms and submissions will be kept in a confidential folder in the Quality Departments files.

At the discretion of the Director of Human Resources, a written statement of client concern can be added to a staff's personnel file. This statement is not to be considered as a reprimand or disciplinary action. If discipline is warranted, that documentation shall be separated.

The completed Client Grievance Form (signed by the client) will be placed in the client's confidential file. Other than the initial reference to the request for the concern form and a brief comment on its resolution, the client's case notes and files should not contain any additional grievance information.

Once a grievance is filed, Damien's liaison will collaborate directly and impartially with the client on all matters regarding the complaint including contact, scheduling of meetings, updating documentation and files, and the final client signatures. The liaison will notify the staff involved when a grievance has been resolved or closed.