

## Damien Center Grievance Policy

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 regarding the quality of their services at the agency. 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, and Housing Assistance Program. Damien will adhere to the Ryan White HIV/AIDS Program Statewide Grievance Policy and Procedure. 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 perceived violations of procedures or policies. Issues regarding complaints submitted by one client in reference to another client's issues, complaints about 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 Grievance Liaison, 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 Non-Clinical Quality Manager. This liaison will work with the client through each step of the process and ensure that 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 does not work directly with clients.

A grievance can be filled by going to Damien's website by clicking [here](#). A grievance can also be filled out by reaching out to the Grievance Liaison directly by calling 317-632-0123 x 225 or emailing [quality@damien.org](mailto:quality@damien.org).

The following agencies may be contacted to report grievances and complaints.

Pharmacy related grievances: Indiana Board of Pharmacy at <https://www.in.gov/pla/file-a-complaint/>

Mental Health related grievances: Indiana Division of Mental Health and Addiction  
via their toll-free consumer service line at 800-901-1133.

U.S. Department of Health and Human Services  
<https://www.hhs.gov/ocr/complaints/index.html>

HIV Care: Indiana Department of Health's HIV Services Program HIV Supportive Services  
Program Manager via email: [Supportiveservices@health.in.gov](mailto:Supportiveservices@health.in.gov)

The following procedure is based on the Ryan White HIV/AIDS Program Statewide Grievance Policy and Procedure.

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

After a client expresses a concern or complaint and the staff member involved cannot resolve the issue then the client will be directed to the Grievance Form. The staff member can direct the client to the grievance form (digital or paper copy) or the staff member can reach out to the liaison who will reach out to the client and assist in ensuring the grievance form is completed. If the client decides to use a paper copy of the form the staff member will scan the grievance form to the liaison by the end of that same day. The liaison will review the grievance form within 24 hrs or 1 business day of submission. The liaison will ensure the person who submitted the grievance is a client of Damien Center. Clients have the right to withdraw a formal complaint at any time in the process.

**Step 2-** The Liaison will Direct the-Grievance to the Staff Identified in the Formal Complaint

Upon receiving the formal complaint, the Liaison has 48 hours or 2 business days to reach out to the client using their preferred method of contact. If the client listed their email the Liaison will attach their grievance along with the grievance policy and procedure for reference. The Liaison will wait to hear back from the client before reaching out to the staff member identified in the grievance to ensure the client feels comfortable meeting with them. The Liaison will then submit the grievance form to the staff member involved or to their supervisor depending on how the client wants to move forward. A copy of the grievance will be sent to the staff member prior to the meeting with the client. The liaison will attempt to schedule an in-person meeting with the client and the staff member within 5 business days of the initial contact with the client. If the client is unable to meet in person, then the meeting will be held virtually. The client will have the option to work in conjunction with an advocate of their choice through the grievance process. The staff member involved will be encouraged to consult with their supervisor for guidance on preparing for the meeting with the client.

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.

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

If the matter is resolved the client will sign the Grievance Signature Page indicating satisfaction with the proposed resolution. All documentation regarding the grievance will be kept confidentially in the Quality Improvement SharePoint.

STOP if grievance is 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 5 business days.

**Step 3-** The Liaison will Direct the-Grievance 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 Grievance Signature Page indicating satisfaction with the proposed resolution. All documentation regarding the grievance will be kept confidentially in the Quality Improvement SharePoint.

STOP if grievance is 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 5 business days.

#### **Step 4-** The Liaison will Direct the Grievance 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 Grievance Signature Page indicating satisfaction with the proposed resolution. All documentation regarding the grievance will be kept confidentially in the Quality Improvement SharePoint.

STOP if grievance is 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 5 business days.

#### **Step 5-** The Liaison will Direct the Grievance 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 Grievance Signature Page indicating satisfaction with the proposed resolution. All documentation regarding the grievance will be kept confidentially in the Quality Improvement SharePoint.

STOP if grievance is 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 Board of Directors. The Board of Directors will be provided with the grievance form and a meeting with the client will be scheduled within 10 business days.

#### **Step 6-** The Liaison will Direct the Grievance 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 Grievance Signature Page indicating satisfaction with the proposed resolution. All documentation regarding the grievance will be kept confidentially in the Quality Improvement SharePoint.

STOP if grievance is 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 Indiana Department of Health. The Indiana Department of Health will be provided with the grievance form and a meeting with the client will be scheduled within 14 business days.

### **Step 7- The Liaison will Direct the Grievance to IDOH**

If the client is dissatisfied with the outcome of the grievance, the liaison will immediately obtain the client's statement with signature indicating dissatisfaction with the proposed resolution and will direct the Client Grievance Form to the HIV Supportive Services Program Manager at the Indiana Department of Health within 14 days.

The liaison will submit all documents to the IDOH's HIV Services Program HIV Supportive Services Program Manager via email: [Supportiveservices@health.in.gov](mailto:Supportiveservices@health.in.gov).

The liaison will include the Client Grievance Form and all relevant documentation for review to fully inform IDOH. Once any unresolved matters are submitted, the HIV Supportive Services Program Manager will review all submitted materials regarding the reported concern. IDOH will have 30 days thereafter to resolve and further plan. The Program Manager will attempt to contact the client by telephone to further discuss the circumstances of the complaint. The Program Manager will contact the staff at the funded agency submitting the grievance (if applicable).

The decision of IDOH is final.

For program continuity and efficiency, The Damien Center will not process the same complaint by the same client more than once. All documentation regarding the grievance will be kept confidentially in the Quality Improvement SharePoint.

### **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 documentation regarding the grievance will be kept confidentially in the Quality Improvement SharePoint.

At the discretion of the Vice President 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.

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.



**DAMIEN CENTER**  
ONE HOME FOR HIV WELLNESS

**REFERENCES: Policy Clarification Notice (PCN) # 16-02**

[https://hab.hrsa.gov/sites/default/files/hab/program-grantsmanagement/ServiceCategoryPCN\\_16-02Final.pdf](https://hab.hrsa.gov/sites/default/files/hab/program-grantsmanagement/ServiceCategoryPCN_16-02Final.pdf)

