



SERVICE RECIPIENT COMPLIANT AND GRIEVANCE RESOLUTION PROCEDURES

If you have a grievance with Wesley Family Services (WFS), the program/service, and/or a therapist, please follow these procedures. Note, any time in the process of resolving the complaint, Wesley Family Service will also support an individual's right in contacting their county, state, and managed care authorities.

1. Bring the grievance to the attention of your assigned program therapist in an attempt to resolve the grievance.

Primary Therapist and telephone number: _____

Secondary Therapist and telephone number: _____

2. If the grievance remains unresolved, please bring the grievance to the attention of the program supervisor verbally or in writing. Upon notification of the grievance, the supervisor will review the grievance with you within seven (7) working days in an effort to resolve the grievance.

A. Supervisor and telephone number: _____

3. If the individual or family remains dissatisfied and the grievance remains unsolved, the supervisor/director will advise the individual receiving services of his/her right to file a complaint electronically or notifying the WFS Quality Department.

- Electronic Notification – The supervisor/director will guide the compliance to the NAVEX location the WFS internet homepage (wfspa.org), strongly suggesting that the individual disclose full name.
- Direct Contact with Quality Department – The supervisor/director will assist the individual in making direct contact with Quality staff person or call 888-399-4024 to provide quality staff. A written complaint can also be submitted on the Service Recipient Compliant Resolution Form.

Quality management staff will acknowledge either the NAVEX or written/called-in complaint and initiate a review of the concern with three (3) working days of receipt of complaint.

4. If the grievance/dissatisfaction with services remains for the individual, he or she will be provided with information about where their complaint may be heard external to the organization (county, state, managed care organizations). At this level of complaint, the appropriate phone numbers and addresses will be provided.

When a formal complaint is filed involving Health Insurance Portability and Accountability Act (HIPAA) and/or privacy matters, the WFS HIPAA Privacy or Security Officer will be notified and a copy of the concern and resolution will be forwarded to them.