

Missouri Coalition of Recovery Support Providers

Temporary Operating Procedure: Grievances and Complaints

Effective July 1, 2019

Purpose: The purpose of this temporary operating procedure is to provide guidance on the process to be followed in developing a response for appropriate grievances and complaints received by MCRSP in accordance with the current MCRSP Grievance Policy and Procedure.

Step 1. Determination of appropriateness for a MCRSP response for the received grievance or complaint:

- a. The grievance must be submitted on the grievance form provided on the MCRSP website or be received in writing with the key elements included:
 - 1) Name of person filing grievance or complaint and his/her, email address, cell or landline phone number, mailing address,
 - 2) The name of the accredited recovery house, address of recovery house, and name of person complaint is against if appropriate
 - 3) A specific description of event or circumstances
 - 4) A proposed action to address the situation to the person's satisfaction.
- b. The preference is for the grievance or complaint to be addressed at the lowest level possible. Was an effort made to resolve this issue at the lowest level possible? Was the internal grievance process pursued? If an effort to resolve the grievance at the lowest level possible was not made and the internal grievance procedure for the accredited recovery house were not followed, is there an appropriate reason why? For example, is the person afraid of retaliation or retribution in some way or is the grievance against the CEO or ED of the agency.
- c. If filed regarding a recovery house, the house must be a MCRSP accredited house.
- d. A grievance or complaint submitted anonymously will be reviewed and normally submitted to the respective agency for which is it filed against and with a request for a response for the records. A formal investigation and response to such anonymous complaints and grievances may not be conducted. If the MCRSP E.D. believes the complaint or grievance warrants an investigation, a request for such must be made and approved by the MCRSP Recovery Housing Task Force and MCRSP Chair.

Step 2: Upon determination that the complaint or grievance is appropriate for a MCRSP response, then an investigation should be conducted to determine the validity and to make an assessment so that an appropriate response can be considered.

- a. The grievant should be notified within 48 hours, excluding weekends and holidays, of receipt of the grievance and advised as to whether or not the grievance/complaint is appropriate for MCRSP to respond to and the time frame that will be required to investigate. This time frame should not exceed 30 day.
- b. An interview should be conducted with the grievant to clarify exactly what the grievance/complaint is about in detail and to clearly understand the proposed remedy.
- c. As appropriate schedule an interview with the person for which the grievance/complaint is filed against or their respective supervisor or both and
- d. As appropriate, plan an on-site visit to examine first had related allegations that may include inspection of property or interview of others related to it.
- e. If on-site visit is planned, appropriate CEO must be notified in advance of the visit.
- f. For the interview of the person for whom the grievance/complaint is filed against a document summarizing the grievance/complaint should be provided and for others interviewed a similar summary document with information on a need to know basis should be provided to them explaining the grievance/complaint so that the purpose of the interview is clear.
- g. For all related interviews a written document should be requested in response to the grievance/complaint.
- h. The request for a written statement and during the interview of the subject of the grievance should include a request for their response to the proposed remedy.
- i. The investigate process may require the collection of additional information. Additional information collected and included as supporting or not supporting should be documented and collaborated with specific source information.
- j. Upon completion of the investigative process, a report is to be prepared presenting findings and an assessment to determine whether or how the grievance is or is not supported by the facts. This finding should include an assessment of the proposed remedy with a recommendation on the final resolution.
- k. The report is to be submitted to the MCRSP Grievance Committee.

Step 3: The MCRSP Grievance Committee will prepare a response to the grievant and person or agency for which the grievance was filed within 5 working days of receipt of the report. The response is to include a proposed remedy or action, based on the findings of the MCRSP investigation.

MCRSP Grievance Committee shall be defined as the Chair of the Recovery Housing Task Force and chair of the committee with one or two appointed representatives who are not in the area of the grievance/complaint.

Step 4: An appeal of the decision by the MCRSP R.H. Grievance Committee may be made to the MCRSP Board of Directors by either the grievant or person or agency for which the grievance was filed. The appeal must be filed within 5 working days.

Grievance and Complaint information sharing with the Missouri Department of Mental Health:

Information related to specific grievances and complaints may be shared with the Missouri Department

of Mental Health, based on agreement to do such by the MCRSP Executive Director in consultation with the MCRSP Recovery Housing Task Force Chair and the MCRSP Executive Board Chair.

MCRSP Executive Board Approved March 29, 2019