

Solving Consumer Issues

Supervisors, administrators and employees at all levels shall receive, and act promptly and fairly, upon consumer issues. LCCS, Inc. recognizes the importance of bringing to light and resolving grievances and/or complaints promptly. If you need further assistance at any time with bringing an issue, grievance, and/or complaint please contact the administrative office at (870)886-7083, an employee will be designated to assist you in any way possible with your issue, including information on external options.

Individual/Parent/Guardian Grievance Procedures

The following procedure is hereby established to handle individual/parent/guardian grievances:

Any individual/parent/guardian expressing a grievance of any nature shall first present the grievance in writing to the program director of the facility within five (5) business days of knowledge of the incident. The consumer and/or the guardian/custodial parent, may present his/her grievance in good faith, without fear of any reprisal, retaliation or barrier to services. Within five (5) business days of the filing, the individual shall meet with the program director. Written notification and actions taken as a result of this meeting will be provided within five (5) business days of said meeting to the consumer or his/her representative. If the individual is not satisfied with the results of the meeting, they may contact the Director of Quality Assurance within five (5) business days. The Director of Quality Assurance will review all pertinent grievance information submitted and investigate the situation. The Director of Quality Assurance will arrange a meeting with all parties involved within five (5) business days of the appeal and render a final decision within five (5) business days of the meeting. The decision will include appropriate resource information for an external appeal, should it be necessary and assistance. An annual written report of all formal complaints and grievances will be conducted to determine trends, performance improvement and appropriate actions to be taken.

Individual Oriented Concerns Procedures

LCCS, Inc. provides an administrative procedure to assure that individuals, who believe that the rights of the program's individuals are not protected or observed, may file a formal grievance against the program or individual employees of the program. The administrative procedure shall assure a fair and thorough hearing for both the accuser(s) and the accused, with the right of legal representation and/or counsel, at one's own expense, throughout the process and shall be directed toward arriving at administrative actions that properly address the complaint. Utilization of the administrative procedure shall not result in any adverse management action against individuals filing complaints but shall be viewed by management as an amicable and constructive method for identifying and solving problems. Nothing herein prohibits an individual's right to seek guidance and/or assistance from:

**Governor's Council on Developmental Disabilities 1515 W. 7th St., Suite 320 Little Rock,
AR 72204 Phone: 501-682-2897 www.DDCstaff@dfa.arkansas.gov**

OR

**Protective Services Division Arkansas Social Services 7th and Gains Streets Little Rock,
AR 72201**

Procedure

Concerned individuals shall report directly to the supervisor in charge of the program. Initial report may be verbal, but must be followed with a written, signed report within one (1) working day. Individual/resident statements may be taped in lieu of written report, or written report witnessed by third party component.

Investigation

A preliminary investigation is immediately initiated by the Executive Director and/or Designee resulting in a written report of findings to the Quality Assurance Manager. The investigation should be completed within five (5) working days unless extenuating circumstances exist that require additional time. If, at the end of the preliminary investigation, the Executive Director and/or Designee determine the allegation is unfounded, the process is ended unless the charging party desires appeal. The findings of the investigation will be documented and maintained in the Administration Office. The entire process must be completed within ten (10) working days unless extenuating circumstances exist that require additional time. Notify and forward documentation to the appropriate overseeing authority.