

P.C.A. Plus, Inc

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HCBS Provider # 692601196

Grievance Policy of Persons with Developmental Disabilities

POLICY: It is the policy of PCA Plus to ensure that all individuals served have equal opportunity to express dissatisfaction, concerns, problems or complaints concerning staff, programs and services. An integral part of this process is continual education, training and promotion of self-advocacy.

PURPOSE/SCOPE: The purpose of this policy is to resolve conflicts which may arise between the Individual or family/guardian and PCA Plus. These procedures do not preclude appropriate requests for a hearing in accordance with Chapter 120, F.S., nor do they preempt the individual, family, and guardian's right to request a change in services and/or provider.

RESPONSIBILITY: All PCA Plus staff is responsible for training and education in this process. All staff is required to assist any individual requesting to file a grievance in any manner necessary including preparing a written notice or statement for the individual. All instances of grievances filed will be recorded by office staff. The owner will ensure that all procedures are conducted in compliance with this policy.

PROCEDURE: PCA Plus grievance procedures will be reviewed and signed by the individual or family/guardian within 30 days of beginning services and annually thereafter.

The grievance procedures will be communicated in clear, understandable language to the individual or family/guardian.

Responses to grievances will be provided verbally and in writing at the individual's level of comprehension and in the language understood by the individual.

A log of all grievances filed by individuals or family/guardians will be maintained and will include the following information.

- a. The name of the individual making the complaint and his relationship to the Individual receiving services;
- b. The date the complaint is received;
- c. A clear description of the complaint(s). (Oral complaints will be documented in writing.) All complaints should be retained in the Individual's file and a copy retained with grievance log.
- d. The date of the final disposition of each complaint.

Steps to Grievance Procedure:

1. Discuss problem with caretaker of the individual.
2. In five days, or earlier if applicable, discuss with Mary Smith
3. If not resolved in 10 days, discuss with Support Coordinator.
4. If not resolved, request a meeting with the District Office

