

PURPOSE / OVERVIEW

The purpose of this process is to affirm our commitment to addressing complaints and grievances. In any service system, there will be disagreements and complaints and we support each person's right to have their complaints and grievances taken seriously and to receive consistent, timely, and fair attention in addressing the concerns. We invite feedback and encourage clients and their families to let us know when something has gone wrong or is not to their satisfaction. We also welcome positive feedback.

You will not be forced to do anything, be intimidated, or be threatened, and no one will retaliate, or 'get back at you' if you use this Complaint Procedure. Disagreeing or complaining will not negatively affect your services.

HOW TO USE THE COMPLAINT PROCESS

If you disagree with certain things Developmental Pathways, Inc., does or does not do, or treats you in a way you don't like, please let us know by sharing your complaint with us. Developmental Pathways will work with you to try to solve the problem. The steps to take are listed below.

If your complaint is about Early Intervention, direct service providers such as Program Approved Service Agencies (PASAs), or other organizations, you will follow their complaint process rather than this one.

If you would like to appeal a decision related to your authorized services through a State General-funded program such as Family Support or State Supported Living Services or through a home and community-based services Medicaid Waiver such as CES, CHRP, DD, or SLS, please use the Dispute or Appeal processes for those services.

STEPS TO TAKE

Step 1:

Tell the person who is part of the complaint what is wrong. You can tell them in person, on the phone, in writing (letter, fax, or email) or you or someone else can write it down and give it to them. You can do this yourself, or you can ask for help from your legal guardian or authorized representative. The person should acknowledge and try to address the problem within 3 working days, if they can.

Step 2:

If you are still not satisfied, submit your complaint in writing to your Case Manager or Service Coordinator, or, if the complaint is about your Case Manager/Coordinator, submit your complaint in writing to the supervisor. You can write it down or have someone write it for you. The Case Manager/Coordinator or supervisor should acknowledge and try to address the problem within 3 working days, if they can.

- If the complaint is not resolved within 10 working days, a meeting can be scheduled to address the concern. You will then have a meeting with the person who is part of your complaint and the Manager or his/her designee.
- At this meeting, you may have someone with you, including your authorized representative or others, to assist you in presenting your complaint.

- What is discussed and decided at the meeting will be put in writing, and you will get a written decision within 10 working days of your meeting.

Step 3:

If you are not satisfied with that decision, you can submit your complaint in writing to the Chief Executive Officer of Developmental Pathways, Inc. within 7 calendar days after receipt of the written decision.

Address: Developmental Pathways: Attention CEO
14280 E. Jewell Avenue, Suite A, Aurora, CO, 80012

The Chief Executive Officer, or designee, will review the problem within 10 working days and schedule a meeting with you and the other people involved.

The Chief Executive Officer or designee will make a final decision and will send it to you in writing within 10 working days of the meeting. This is the last step of the complaint process and the decision becomes final.

RELATED POLICIES

Grievance, Complaint, and Dispute Policy

Confidentiality Policy

Conflict-Free Case Management Policy

MANE Reporting and Investigation Policy

Nondiscrimination Policy

Person-Centered Policy