

POLICY

In any service system, there will be disagreements and complaints. Each person has a right to have such disagreements taken seriously and dealt with in a consistent, fair, and timely manner. The following procedures will be used in order to comply with requirements set forth in 10 CCR 2505-10 Section 8.605 regarding the Grievance/Complaint Process.

COMPLAINT PROCESS

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

HOW TO USE THE COMPLAINT PROCESS

If you disagree with certain things Developmental Pathways, Inc., does or wants you to do, or treats you in a way you don't like, you have a right to complain about it. Developmental Pathways, a Community Centered Board (CCB), will work with you to try to solve the problem.

- If your complaint is about Comprehensive Care Services, Early Intervention, Family Support, Community Employment Services, Continuum of Colorado, or a service provider, you will follow their complaint process rather than this one.

STEPS TO TAKE

Step 1:

Tell the person who is part of your complaint what is wrong. You can tell them in person, on the phone, 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 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, if the complaint is about your Case Manager, submit your complaint in writing to the Program Manager. You can write it down, or have someone write it for you. Within 10 working days, a meeting will be scheduled. 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., 325 Inverness Drive South, Englewood, CO, 80012, within 7 calendar days after receipt of the written decision. 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.