BLUE WATER DEVELOPMENTAL HOUSING, INC.
POLICIES AND PROCEDURES: INDIVIDUALS SUPPORTED INFORMATION

SUBMITTED BY: Policy Review Committee	**DATE SUBMITTED:** 08/10	**SECTION:** Individual Supported	
BOARD APPROVED ON: 08/99	**DATE REVISE:** 07/18/18	**SUBJECT:** Grievance	
ANNUAL REVIEW BY EXECUTIVE DIRECTOR: 07/18/18, 7/15/20, 7/15/2022, 09/02/2026		**POLICY #:** IC-003	**PAGE #:** 1 of 3

I. APPLICATION

The provision stated herein shall apply to all individuals supported by Blue Water Developmental Housing, Inc. (BWDH).

II. POLICY

It shall be the policy of the organization to provide procedures whereby dissatisfaction with services may be addressed. Every individual who uses the services of BWDH has the right to fair and efficient process for resolving any complaints about the way those services are provided.

III. DEFINITIONS:

Individual Supported: a person for whom BWDH provides services in a residential setting, or through its community based support services program.

Interested Party: a person in the life of the individual supported who is interested in their care and well-being – a parent, other family member or guardian.

Grievance: a disagreement between individuals supported and/or an interested party, and BWDH about the way services are provided.

1. **Grievance with BWDH:** situation in which the services provided are not satisfactory to the individual supported or interested party.

2. **Person Center Planning Grievance:** situation in which Person Centered Plan is not being implemented satisfactorily, in the opinion of the individual supported and/or interested party.

Person Centered Planning: means a process for planning and supporting the individual receiving services that builds upon the individual's capacity to engage in activities that promote community life and that honors the individual's preferences, choices, and abilities. MCL 330.1700(g)

Interdisciplinary Team: People working together to meet the needs of the individual supported. Team members are chosen by the person or family receiving services, based on desire and need (i.e., medical necessity). The team will include people chosen by the individual supported.

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IV. NOTIFICATION/PROCEDURE

WHO	DOES WHAT
Individual / Family / Guardian	1. Identifies dissatisfaction with BWDH services and attempts to resolve a grievance orally with the immediate program supervisor within ten (10) workdays of becoming aware of the problem.
Program Supervisor	2. Works with the individual, family/guardian in solving the problem. Also provides an oral answer to them within two (2) workdays following receipt of the initial presentation of the grievance and sends written documentation to the appropriate division director.
Individual / Family / Guardian	3. If dissatisfied with the reply of the supervisor, he/she put the grievance in writing, and submit it to the supervisor within five (5) working days of the supervisor's reply.
Program Supervisor	4. Works with individual's family/guardian to resolve issue and put his/her reply in writing. Sends written statement to the appropriate division director.
Individual / Family / Guardian	5. If still dissatisfied with written response from supervisor, puts grievance in writing and submits to appropriate division director.
Division Director	6. Speaks with complainant and program supervisor within five (5) working days of the date of appeal and renders a written decision within five (5) working days, following date of conference.
Individual / Family / Guardian	7 If not satisfied with the decision of the division director he/she shall return family/guardian his/her copy of the director's decision with his/her notice of appeal to the executive director within five (5) working days from receipt of the director's reply.

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IV. NOTIFICATION/PROCEDURE (continued)

WHO	DOES WHAT
Executive Director	8. After holding any conference deemed necessary, he/she shall render a written decision within ten (10) working days from the date of appeal.