

PKT ENTERPRISES GRIEVANCE POLICY (CLIENT)

I. Policy

People who receive services from PKT Enterprises have the right to receive respectful and responsive services. PKT is committed to providing a simple complaint process for the persons served, their representative(s), visitors, and staff, to make formal complaints and have them resolved in a timely manner.

II. Definition

Grievance: A grievance is a complaint one can make about something that they don't like about where they live or work. It may have something to do with the rules or the people in the house, either clients or staff. It may have something to do with other people or situations in one's life.

III. Procedure

- A. At the time a client begins receiving services or staff are employed by PKT, the client, the legal representative, case manager and staff will receive a copy of this grievance policy. This policy will be explained to all parties in a way in which everyone understands.
 1. While filing a grievance, the client/staff can do it without being afraid that their staff/supervisor(s) will criticize or threaten them that they will lose their home or job because doing that is against the law.
 2. Clients may choose to represent themselves during a grievance or may have someone else, such as a legal representative, parent, friend or an outside advocate, help them in the process.
- B. If a client has a problem or complaint they should follow these steps:
 1. Talk to a staff person with whom the client feels comfortable talking with about the complaint or problem. That staff will help write down the complaint and help in solving the problem. That staff will inform their House Coordinator about the complaint and the House Coordinator will assist in resolving the problem.
 - a. If the House Coordinator is not able to resolve the problem independently the House Coordinator will refer the problem/complaint to the Director. The House Coordinator and Director will work through the problem/complaint and bring the resolution back to the client or authorized representative who made the initial complaint.
 - b. If the House Coordinator and Director are not able to resolve the problem/complaint, the problem/complaint will be brought to the PKT's president. The House Coordinator, Director and President will work to resolve the problem/complaint. The House Coordinator and Director will bring the resolution back to the client or authorized representative who made the initial complaint. If necessary the resolution will be put into writing and delivered to all appropriate parties within two weeks.
 2. The person needs to clearly inform the staff person that they are filing a formal grievance and not just an informal complaint or problem; and
 3. May request staff assistance in filing the grievance.

4. If the client or client's legal representative does not believe that their grievance has been resolved they may bring the complaint to the highest level of authority at PKT: Steve Tschacher 612-788-3998 x105.

C. Response by PKT

1. Upon request, staff will provide assistance with the complaint process to the client and their legal representative. This assistance will include:
 - a. the name, address, and telephone number of outside agencies to assist the client; and
 - b. responding to the complaint in such a manner that the client or legal representative's concerns are resolved.
2. PKT will respond promptly to grievances that affect the health and safety of the client.
3. All other complaints will be responded to within 14 calendar days of the receipt of the complaint.
4. All complaints will be resolved within 30 calendar days of the receipt.
5. If the complaint is not resolved within 30 calendar days, PKT will document the reason for the delay and a plan for resolution.
6. Once a complaint is received, PKT is required to complete a complaint review. The complaint review will include an evaluation of whether:
 - a. related policy and procedures were followed;
 - b. related policy and procedures were adequate;
 - c. there is additional need for additional staff training;
 - d. the complaint is similar to past complaints with the clients, staff, or services involved; and
 - e. there is a need for corrective action by PKT to protect the health and safety of the client receiving services.
7. Based on this review, PKT must develop, document and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or PKT in any.
8. PKT will provide a written summary of the complaint and a notice of the complaint resolution to the client and case manager that:
 - a. identifies the nature of the complaint and the date it was received;
 - b. includes the results of the complaint review; and
 - c. identifies the complaint resolution, including any corrective action.

- D. The complaint summary and resolution notice must be maintained in the client's records.