

POLICY & PROCEDURE ON GRIEVANCE PROCEDURE

POLICY NO BY RCAL-3 | ANTHONY MIGNONE

Applicability: For participants, family members, guardians, advocates and staff in the NHTD waiver program.

1. RCAL establishes this procedure addressing the process for participants or family members/advocates to express concern and/or object to services.
2. The following information will be given to participants as well as a list of contact information for the parties mentioned in the procedure. Any changes in the procedure or contact information will be given to participants at the time of the change. Participants will also be given documentation regarding rights and responsibilities provided by programs in which they participate (e.g., NHTD).

Grievance Procedure

RCAL strives to provide the best possible services to individual with disabilities. We recognize that individuals we serve may object to services or have concerns about the services they are being provided. The procedure below can be utilized to resolve any concerns or objections.

- a. If you or your family member or advocate has a concern, you should first notify your service coordinator. You can do this verbally or in writing. The service coordinator will note your concern in your record as well as any actions or resolutions. If the concern is about your service coordinator or your service coordinator is unable to address your concern, you should contact the service coordinator director. If the director is not able to address your concern you should contact the Chief Operating Officer or Chief Executive Officer. At anytime you may also contact the RRDC who oversee the waiver program or call the NHTD Department of Health Complaint Line.
- b. You will receive initial contact from RCAL within 72 hours of receipt of the complaint. The complaint will then be investigated and the complainant will receive a written response to their complaint within 30 calendar days of the initial complaint. If the complainant is not satisfied with this response, they have a right to appeal to the response. The complainant should notify the sender of the response via phone or in writing of the reason they are dissatisfied with the response. RCAL will respond to the appeal within 15 calendar days. If the complainant remains dissatisfied, they should notify RCAL in writing and all relevant information will be reviewed and recommendations provided by the RCAL Board of Directors within 15 calendar days.
- c. If the complainant continues to be dissatisfied after review and recommendations from the Board of Directors, complainant has the right to contact the RRDC (contact information listed below).
- d. If there is a conflict between a participants wishes and a family members wishes, the participants wishes will be followed unless there is a legal guardian who has the right to make the decision.
- e. You may appoint someone to represent or assist you in expressing and resolving a concern.

- f. You as the participant choose your service coordinator. You have the right to change service coordinators both within the agency and to another agency at anytime. If you wish to change service coordinators, your service coordinator will give you a list of other service coordinators and service coordination providers.

Grievance Procedure Contact List:

RCAL, Inc., Service Coordinator Director, COO, & CEO
727 Ulster Avenue, Kingston, NY 12401 | 845-331-0541

**Director of DOH Waiver Services,
Westchester Independent Living Center**
10 County Center Road, 2nd Floor, White Plains, NY 10607 | 914-682-3926

Department of Health Waiver Complaint Line
875 Central Avenue, Albany NY 12206 | (518) 486- 6562