

THE RESOURCE EXCHANGE

POLICIES AND PROCEDURES

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TITLE: COMPLAINTS

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POLICY:

It is the policy of The Resource Exchange (TRE) to address complaints, or any other customer satisfaction concerns, with TRE services provided through its contract with the Colorado Department of Health Care Policy and Financing (HCPF) in accordance with applicable Code of Colorado Regulations and consistent with TRE's Mission and Roots.

POLICY APPROVED:

11/2023 (BOARD OF DIRECTORS)

RESPONSIBILITY:

Executive Director, Directors, Community Advisory Committee

DEFINITIONS:

Complaint: a report of dissatisfaction with TRE, its staff, contractors, or practices, to include general business functions, administration, State General funded programs, and case management functions. This may include timeliness to request of services; staff, or contractors, responsiveness; professionalism; communication, customer service; quality of TRE services; or treatment provided in an unacceptable way. Complaints received outside of the scope of its contract shall not be included.

Complainant: an individual who files a complaint.

PROCEDURES:

- 1) TRE intends to amicably resolve complaints with a focus on finding a mutually acceptable solution. Mediation can be utilized should both parties voluntarily agree to this process.
- 2) The Complaint Policy and Procedure shall be provided verbally and in writing to the member, the parent(s) of a minor, guardian, and/or authorized representative at the time admission and at any time changes are made to the procedure.
- 3) No individual will be coerced, intimidated, threatened or retaliated against for exercising his/her/their right to file a complaint. It will not negatively affect future services and, if enrolled, people will continue to receive services during the complaint. Filing a complaint will not prejudice the future provision of appropriate services or supports.
- 4) Complaints may be reported to any TRE staff; said staff will assist in the submission of the complaint. The TRE staff receiving the complaint shall record the complaint on HCPF's required Complaint Log.
 - a) Should the person receiving the information not be the subject of the complaint, it shall be recorded and forwarded to the subject of the complaint and the director, or designee, for resolution, and to address substantiated complaints,
 - b) Should the person receiving the complaint also be the subject of the complaint, it shall be recorded and include resolution. The director, or designee, shall review the Complaint Log to ensure resolution, and to address substantiated complaints,
- 5) The Complaint Log shall be filled out in its entirety to include the following information:

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- a) Date the complaint was received,
 - b) Name of the person making the complaint,
 - c) Relationship to the member,
 - d) Name of the member,
 - e) Waiver/Program the member is enrolled,
 - f) Complaint against,
 - g) Type of complaint,
 - h) Brief description of the complaint, to include the full name(s) and full title(s) of the subject(s) of the complaint, and all involved in the complaint,
 - i) Resolution, to include the full name(s) and full title(s) of all involved in the complaint,
 - i) Resolution shall be completed within 10 business days, or sooner,
 - ii) If resolution could not occur within 10 business days, an explanation of why this could not occur,
 - j) Resolved by, to include the full name(s) and full title(s),
 - k) Date of resolution,
 - l) If unresolved, why.
- 6) If the complaint cannot be resolved by the subject of the complaint, director, or designee, the following will occur:
- a) TRE's Chief Executive Officer will review the complaint and provide follow-up to the individual within 10 business days.
 - b) The following advocacy agencies have resources that may help you resolve your complaints with TRE: The Arc of the Pike's Peak Region (719-471-4800), The Arc of Pueblo (719-545-5845), Disability Law Colorado (303-722-0300), or the Colorado Cross-Disability Coalition (CCDC) (303-839-1775).
- 7) The completed Complaint Log will be reviewed by the Director of Navigation and Quality (DNQ), or designee, to perform quarterly trend analysis, follow-up, and resolution to include possible future mitigation strategies.
- 8) The DNQ, or designee, shall forward the completed Complaint Log at a minimum quarterly, or upon request, to:
- a) TRE's Community Advisory Committee for review, feedback, and input on resolving complaints,
 - b) TRE's Board of Directors,
 - c) HCPF.