

DISCOVER GOODWILL OF SOUTHERN & WESTERN COLORADO

Memorandum 40-110

November 2, 2015

REHABILITATION DEPARTMENT Participant Complaint Procedure

1. **PURPOSE:** An established procedure for filing complaints for persons receiving services.
2. **PHILOSOPHY:** It is the philosophy of Discover Goodwill that any person receiving services has the right to express dissatisfaction or feelings of injustice regarding services received through Discover Goodwill. All persons receiving services will be notified of this memorandum annually.
3. **POLICY:**
 - a. A complaint is defined as any concern or dissatisfaction expressed by a stakeholder regarding any aspect of a Discover Goodwill program.
 - b. No individual shall be coerced, intimidated, threatened or retaliated against because the individual has exercised his or her right to file a complaint or has participated in the complaint process.
 - c. The use of the complaint procedure shall not prejudice the future provision of appropriate services or supports.
 - d. The individual with the complaint may remain anonymous but must select another person to act in his/her behalf. If the individual wants assistance in filing, a Discover Goodwill representative will assist them by contacting their Community Coordinator at The Resource Exchange or a representative from the ARC.
 - e. At any time either party could request mediation as part of the informal negotiation process.
4. **PROCESS:**
 - a. Persons receiving services will submit any complaint to their Discover Goodwill Case Manager. Complaints may be given orally or in writing. All complaints will be documented in the Complaint Log by the Case Managers. (Attachment 1).
 - b. The Case Manager will make every effort to resolve the complaint immediately.
 - c. If the complaint cannot be settled within three (3) working days:
 - i. The complaint will be referred to the appropriate Program Coordinator or Manager who will then meet with the Discover Goodwill Case Manager and the person receiving services.
 - ii. The Program Coordinator or Manager will have three (3) working days to resolve the complaint.
 - d. If the Program Coordinator or Manager, in three (3) working days, cannot settle the complaint:
 - i. The complaint will be referred to the Director of Rehabilitation.
 - ii. The Director will have three (3) working days to resolve the issue.
 - e. If the Director in three (3) working days cannot settle the complaint:

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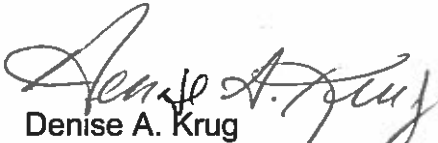
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- i. The complaint will be referred to the Vice President of Workforce Development, Community Programs & Contracts.
 - ii. The decision of the Vice President of Workforce Development, Community Programs & Contracts in the process shall be final and binding.
 - iii. Discover Goodwill will have a total of fifteen (15) business days to resolve the complaint.
5. **RESPONSIBILITY:** Program Coordinator(s) and Managers are responsible for follow-up and passing on complaints within this procedure.
6. **ANALYSIS:** A written analysis (Attachment 2) of all formal complaints will be conducted annually by the System Improvement Specialist/Program Coordinator to determine:
- a. Trends
 - b. Areas needing improvement
 - c. Actions to be taken to address improvements needed
 - d. Actions taken/change made to improve performance

Attachment:
Attachment 1 Complaint Log
Attachment 2 Trend Analysis



Denise A. Krug
Vice President, Workforce Development, Community Programs & Contracts

Distribution:
Shared Drive

Coordination:
Director, Community Programs
Director, AbilityOne Services

Reviewed and Approved:  2015  2016  2017

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