

**Cottonwood, Inc.  
Policies and Procedures**

**SECTION:** Consumer Related

**POLICY NO:** 05-015

**SUBJECT:** Consumer Grievance and Appeal/Conflict Resolution

**PAGE(S):** 1 of 2

**EFFECTIVE DATE:** July 1987

**Licensing Regulation  
Reference:** 30-63-22

**Policy:**

All consumers of Cottonwood, Inc. or their representatives have the right to file and pursue service related grievances without fear of punitive action or retaliation. Such grievances may be relative to services being received, dismissal from service(s), work center wages, job assignments, personal treatment or harassment, infringement of human rights, and any other matters pertinent to the welfare of consumers. This includes individuals who have applied for admission and have been refused service. Issues of abuse, neglect and exploitation will be reported and remedied as per policy #05-036.

**Procedures:**

To The Consumer to Help you File a Grievance:

If you have any problems regarding your work or home conditions, you should first talk to the persons who are involved in the situation and try to solve the problem. This is how most problems are fixed. In working through disagreements, all people involved in the conflict get a chance to talk and usually an agreement that everyone can live with is reached. If an agreement cannot be reached, then sometimes it is helpful to have a person who is not involved help to solve the problem. For this step, you may give a written explanation of the problem to the appropriate Service Director within five days. (The day counts do not include weekend days.) Your Case Manager, Administrator of Services, or a trusted friend will help you put your words into writing if that should be necessary. Within 10 days, a meeting will be scheduled with you and chosen members of your team. If you are not satisfied with the results of the meeting, a written appeal (request) needs to be sent to the Chief Executive Officer within five days. Beyond that, there is a way to settle your concern by involving members in the community in what is known as "dispute resolution". For more information, you can ask your Case Manager

For Staff Use:

1. An individual who feels he/she has a valid grievance shall first attempt to find a solution informally. Consumers will be assisted in conflict resolution whereby they will be encouraged to solve the problem themselves with help from a trusted friend, staff person not involved in the situation, or advocate if necessary.

2. If the individual is unable to reach a satisfactory agreement within three (3) working days at this level, then a written statement may be submitted to the respective Service Director within five (5) working days. The statement should include the nature of the grievance and correcting attempts that have been made to date. Assistance with completing this process can be given by the Case Manager, Administrator of Services or a trusted advocate.
3. The department director must review the grievance and schedule a meeting that will include the individual and their representative within ten (10) working days of the receipt of the grievance. The following may attend the meeting: department supervisor, department director, case manager and Administrator of Services. Minutes of the meeting will be taken & routed to involved individuals stating the nature of the grievance and suggestions given to correct the problem.
4. If the solutions developed through this meeting are not satisfactory to the individual and/or representative, then a written appeal will be sent to the CEO. This should be done within five (5) working days. It should include the nature of the grievance and corrective attempts that have been made to date.
5. The CEO, after receiving the written appeal and consulting interested parties, will render his/her decision in writing within five (5) working days. Beyond that, the CDDO policy and procedure, which explains dispute resolution, should be explored.
6. Timelines may be waived depending upon circumstances.