

A NEW LEAF, INC.
Participant Grievances



I. Policy

A. If at any time a participant, guardian, representative, or advocate is dissatisfied by services or treatment provided by A New Leaf, Inc., he/she should voice the concern immediately.

II. Procedure

A. If a direct care employee of A New Leaf, Inc. is notified of a concern, the employee will notify his/her supervisor within 24 hours. The employee is not to discuss the concern with the participant or guardian, but will only encourage him/her to discuss the concern with the Program Supervisor.

B. The Program Supervisor will notify the Program Director or Administrator and inform the individual, the guardian, advocate, or representative that he/she has done so.

C. The Program Supervisor or designee will make contact with the individual with the grievance within 24 hours of being notified.

D. The Program Supervisor will ask the individual involved if he/she would like a Participant Grievances form.

E. If requested, the Program Supervisor will send a grievance form to the guardian, advocate, representative, or participant if requested.

F. Once the Program Supervisor receives the written grievance form, the Supervisor, Program Director, or Administrator has three working days to respond to the concern in writing.

G. All possible solutions will be addressed and discussed.

H. If a satisfactory resolution cannot be found, the Program Supervisor will assist the participant, the guardian, advocate, or representative in finding other appropriate services, if necessary.

I. A protection/advocacy agency, CO-AD can be reached at 336-5353, or toll free at 1-800-632-5125, or in writing at 4477 Emerald Street, Suite B-100, Boise, ID 83706.

By signing below, I acknowledge that I have received a copy of and read the Participant Grievances form and A New Leaf staff has offered to verbalize this information to me and/or my child/ward.

Participant Signature: _____ Date: _____

Guardian's Signature: _____ Date: _____

A New Leaf Representative: _____ Date: _____