



Member Grievance Procedure Guide for DDS Funded Programs

Who should I contact if I have concerns about my services and/or believe my rights have violated or denied?

If you believe that your rights have been violated or denied and you would like to discuss your concern, please contact the Reliance Health Consumer Rights Officer:

Nicole Reynolds
c/o Reliance Health, 40 Broadway, Norwich, CT 06360
(860)887-6536, ext. 275

The Reliance Health Consumer Rights Officer shall contact you within three (3) business days of when the concern was expressed to:

- Attempt to resolve the concern
- Review the *Member Grievance Procedure Guide for DDS Funded Programs*

What is a grievance?

A grievance is a complaint that a person experienced discrimination when receiving or gaining access to services, activities, programs or benefits funded by the CT Department of Developmental Services (DDS). The Reliance Health Supportive Living Programs (SLP) *Individual Day Support, Canterbury, Scotland, and Laurel Hill* are all funded by DDS.

Who can submit a grievance?

Any member, even someone who has a conservator or guardian, can submit a grievance.

If you would like to file a grievance, you may also appoint an advocate, of your choice, to assist you with the grievance process. Some possible advocates include:

Advocacy Unlimited, Inc.

114 West Main St., Suite 201, New Britain, CT 06051
Toll Free in CT: 1(800)573-6929 Local: (860)505-7581 Fax: (860)259-5731

Disability Rights Connecticut

846 Wethersfield Ave., Hartford, CT 06114
Toll Free in CT: 1(800)842-7303 Local: (860)297-4300 Fax: (860)296-0055
Video Phone: (860)509-4992

Who should the grievance be submitted to?

Grievances are submitted to:

Ed Mambruno, DDS ADA Coordinator
Independent Office of the Ombudsperson for Developmental Services
460 Capitol Avenue, Hartford, CT 06106
Email: Ed.Mambruno@ct.gov

How does the grievance procedure work?

1. A member, their conservator of person, guardian, and/or his/her designee has the right to file a formal grievance within sixty (60) calendar days of when the action being grieved has occurred.

A grievance shall be submitted in writing. It must include the name, address, and phone number of the complainant and the date, location and description of the alleged discrimination.

Alternative means of filing a complaint, such as by personal interview or by an audio tape of the complaint, shall be available upon request.

2. Within 15 calendar days after the receipt of a complaint, the DDS ADA Coordinator shall meet with the complainant to discuss the grievance and possible resolutions. Within 15 calendar days of this meeting, the DDS ADA Coordinator shall respond in writing, or when appropriate, in a format accessible to the complainant (e.g., large print, Braille, or audio tape). The response shall explain the position of the Department of Developmental Services and offer options for substantive resolution of the complaint.
3. If the response by the DDS ADA Coordinator does not satisfactorily resolve the complaint, the complainant, or his or her designee, may appeal the decision to the Commissioner, or the Commissioner's designee, within 15 calendar days after the receipt of the DDS ADA Coordinator's response.
4. Within 15 calendar days after the receipt of the appeal, the Commissioner, or the Commissioner's designee, shall meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after this meeting, the Commissioner, or the Commissioner's designee, shall respond in writing, or when appropriate, in a format accessible to the complainant, with a final resolution of the complaint.
5. Any complaint received by the DDS ADA Coordinator, any appeal submitted to the DDS Commissioner, or the Commissioner's designee, and any decision on or response to a complaint from the ADA Coordinator or the Commissioner shall be retained by the department for not less than three years.

How do I file a complaint if my concern is *not* considered a formal grievance?

This grievance procedure does *not* cover:

- Grievances involving Reliance Health programs not funded by DDS: If you have a concern regarding another program, the Consumer Rights Officer will identify the Reliance Health policy to address your concern.
- Member to member conflicts: When a conflict has occurred at a Reliance Health program, the Program Director will assist you and other impacted members with the resolution process.
- Concerns regarding other agencies:
- Reliance Health will attempt to help you identify the appropriate channel to address their concern.



Member Grievance Procedure Guide for DDS Funded Programs

I have received and understand the Member Grievance Procedure Guide.

Signature of Member or

Date

If applicable, Conservator of Person

Date

Witness

Date

I have reviewed this policy on a yearly basis with an identified staff member from the program

Signature of Member or

Date

If applicable, Conservator of Person

Date

Witness

Date

I have reviewed this policy on a yearly basis with an identified staff member from the program

Signature of Member or

Date

If applicable, Conservator of Person

Date

Witness

Date

I have reviewed this policy on a yearly basis with an identified staff member from the program

Signature of Member or

Date

If applicable, Conservator of Person

Date

Witness

Date