

Policy:

It is the policy of Palmer's Home Care, LLC, to ensure a process for consumer complaints and grievances from individuals supported and/or their parents and guardians to provide guidance for receiving, considering, and resolving consumer complaints and grievances filed with the agency.

All complaints and grievances shall be heard promptly, investigated appropriately, and where possible, resolved informally. No individual supported by Palmer's Home Care shall be retaliated against or be denied services for filing a complaint or grievance. A review of formal complaints, grievances and appeals can give the organization valuable information to facilitate change that results in better customer service and results for the individual supported.

Procedure:

I. The individual supported and/or their parents and guardians may file a complaint at any time if they believe that their rights have been violated, abuse or neglect has taken place, and/or to voice general concerns concerning the services Palmer's Home Care provides.

II. Palmer's Home Care's owner, COO, and the CEO will initially review all written complaints/grievances and determine a resolution/disposition of a complaint. Resolution, addressing the complaint, or closure of the complaint will be reached within 5 business days from the time of complaint. Complaints shall be categorized by within one of three categories:

1. **Information** - An informational report of dissatisfaction which may include but not limited to a violation of a DMH standard or Palmer's Home Care's policy, contract provision, rule or statute, a practice or service is below customary business or medical practice, lack of professionalism or quality service, etc.
2. **Grievance** - Individual Supported reporting a violation of client rights per 630.110.1.
3. **Suspicion/Allegation of Abuse & Neglect**-neglect, misuse of funds/property, physical abuse, sexual abuse, or verbal abuse has occurred as defined in 9 CSR 10-5.200.

III. Abuse/Neglect or Rights Violations

1. If Palmer's Home Care's CEO finds evidence of abuse or neglect, or evidence of a violation of client's rights on the part of a Palmer's Home Care employee when reviewing a grievance, the agency will immediately report these findings per the relevant state statutes/Division Directives and steps shall be taken to ensure client safety, if necessary.

2. Complaints regarding human rights violations by Palmer's Home Care's staff may be made within this process or can be made with the Dept. of Mental Health using the contact information below:

Client Rights Monitor
Department of Mental Health
P.O. Box 687
Jefferson City, Mo 65102
1-800-364-9687
constituentsvcs@dmh.mo.gov

Elder Abuse Hotline – 1-800-392-0210 or go to health.mo.gov/abuse and report on-line

IV. Dissatisfaction with Services

In the case of "informational" grievances including dissatisfaction with Palmer's Home Care's services, the following steps shall be taken:

1. If informal efforts do not produce a satisfactory solution, a complaint regarding the services provided by Palmer's Home Care may be filed in writing by the individual supported/responsible party by emailing or writing a letter to the CEO. In all cases, actions taken and documentation made will remain confidential.
2. Complainants shall be informed in writing within three (3) business days that the formal complaint has been received and is being reviewed. The Palmer's Home Care's CEO shall complete the initial review of complaints. In addition to writing an email or official letter to the CEO, complainants have the right to present any additional information they feel to be pertinent to the complaint in a meeting with the CEO. Before considering filing a complaint, it is encouraged that the complainant tries to resolve the matter informally by discussing it first with the supervisors of their individual supported.
3. Within seven (7) working days after the complaint is filed, the CEO will submit the findings to Palmer's Home Care's administrative team. A letter confirming/not confirming the allegations will be sent to the individual supported and/or their parents or guardians and Palmer's Home Care staff alleged to have been involved. If the letter confirms the allegation(s), further actions will be outlined in the letter.
4. If the complainant disagrees with Palmer's Home Care's CEO's disposition of the complaint, they may file a grievance with the Dept. of Mental Health/Regional Office if s/he is not satisfied with the outcome/disposition of the complaint decision rendered by Palmer's Home Care's CEO.

V. Obstruction of a complaint investigation or retaliation of any kind on behalf of Palmer's Home Care staff involved shall be reported to the CEO. Obstruction of a complaint may result in discipline, up to and including termination.

VI. Palmer's Home Care shall annually review all formal complaints that have been filed with the agency to identify trends and areas of needed improvements and develop a Plan of Action to mitigate such complaints.

VII. Palmer's Home Care provides Client Rights information at each service site that will provide the name, mailing address and phone numbers to whom grievances/complaints may be addressed.