

ALASKA FAMILY SERVICES
5851 East Mayflower Ct., Wasilla, Alaska 99654
Phone: 907-376-4000 Fax: 907-373-1135

CONSUMER GRIEVANCE PROCEDURE

PROCEDURE

GENERAL

1. Consumers have a right to file a grievance without intimidation and there will be no retaliation against a consumer that files a grievance.
2. Consumers will be informed of the Alaska Family Services “Consumer Grievance Procedure” upon entry to services. A copy of this form will be signed and included in the consumer’s clinical record.
3. Consumers may designate a representative or an advocate to assist with all steps of the grievance process.
4. Consumers may request assistance from an Alaska Family Services office administrative staff member in filing a grievance.
5. Grievances may be submitted in writing (attachment), orally/in person, through email or over the telephone. Grievances submitted orally will be documented (attachment) in writing by the staff member receiving the report from the consumer.
6. Grievances that are not resolved by Alaska Family Services within 30 days will be referred to the Division of Behavioral Health within five (5) working days.
7. Grievances involving abuse, neglect or unnecessary seclusion or restraint will immediately be elevated to Level Four: Board of Directors.
8. All Federal, State, and local laws regarding confidentiality will be followed. Appropriate releases of information (ROI) forms will be obtained as necessary for investigation and retained in the consumer’s clinical record.
9. Documentation of the grievance process, including decisions will be included in the consumer’s clinical record and Alaska Family Services’ administrative files.
10. Decisions made to resolve the grievance will be carried out and documented by the appropriate Alaska Family Services staff.

LEVEL ONE: INFORMAL

A consumer should attempt to resolve her/his complaint on an informal basis with the counselor or staff person before entering the formal grievance process.

LEVEL TWO: FORMAL

If the grievance is not resolved at Level One, the consumer shall submit the grievance for review by the Alaska Family Services Clinical Director. The grievance shall outline the nature of the grievance, the circumstances from which it arose, and the remedy or correction desired. Within five (5) working days after the grievance is received, the Clinical Director shall render her/his decision in writing with copies to the consumer and the Chief Executive Officer. If a decision can not be made within five (5) working days the Clinical Director will notify the consumer and Chief Executive Officer explaining why and identifying when the grievance process will be completed at this level.

LEVEL THREE: CHIEF EXECUTIVE OFFICER

If the grievance is not resolved at Level Two, the consumer shall submit the grievance to the Chief Executive Officer. The Chief Executive Officer will render her/his decision within five (5) working days of receiving the grievance.

LEVEL FOUR: BOARD OF DIRECTORS (GOVERNING BOARD)

If the grievance is not resolved at Level Three, the consumer shall submit the grievance to the Board of Directors within five (5) working days after receipt of a response at Level Three. The Board, or its Executive committee shall meet with all parties involved, at the next regularly scheduled Board meeting. The Board shall make their decision known in writing within five (5) working days following the meeting.

LEVEL FIVE: DIVISION OF BEHAVIORAL HEALTH

If the grievance is not resolved at Level Four, the consumer shall submit the grievance to the State of Alaska, Division of Behavioral Health within five (5) working days after receipt of a response at Level Four. The Division shall designate a State employee to investigate the complaint and provide the consumer a decision in writing. The decision of the Division of Behavioral Health is final

I have read and understand the Consumer Grievance Procedures.

Printed name

Consumer Signature

Date

Agency Representative Signature

Date