

Policy Title:	Complaint Resolution
Policy Number:	A-1007
Purpose:	To define the policy service recipients and/or their family or legal representative shall follow to file a formal complaint about the provision of services.
Regulation Reference:	DIDD, ECF-CHOICES, CHOICES, ABA
Policy Effective Date:	February 1, 2024

### Policy:

Easter Seals TN strives to always provide exceptional services. There may be occasions when a person supported, or their family member or legal representative is dissatisfied with certain services. This policy outlines the steps that should be taken when a formal complaint about services is warranted.

### Procedure:

Easter Seals TN educates people supported on the Complaint Resolution Policy at orientation and annually. The designated Complaint Resolution contact person for Easter Seals TN is the Event Management Coordinator. Complaints should be forwarded to the Compliance Director immediately upon learning of the complaint.

Complaints should be filed within five (5) business days after identifying the event in question. The Compliance Director or designee will collect information from people supported, legal representatives, involved family members, friends and natural supports as needed and begin the investigative process. The Compliance Director will have thirty (30) business days to investigate the complaint, respond to any feedback (concerns, suggestions, and requests), and present a resolution to the parties involved.

If the resolution is not satisfactory to the parties, then the complaint will be forwarded to the Human Resource Department for review. The original complaint and attempt at resolution will be reviewed and the Human Resource Department will present a revised resolution to the parties within five (5) business days.

If the resolution is not satisfactory to the parties, then the complaint will be forwarded to the President and CEO for review. The original complaint and attempts at resolution will be reviewed and the President and CEO will present a revised resolution to the parties within five (5) business days.

The decision of the President and CEO is the final decision of the agency. People Supported have the right to seek out external counsel to resolve complaints such as local advocates, public/private legal counsel, or MCO provider.

A complaint log is maintained by the Compliance Director to document and trend complaint activity.

**Retaliation for filing a complaint is strictly prohibited and will not affect a person's ability to receive services.**