



**Staff Action:** \_\_\_\_\_  
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Signature of Staff: \_\_\_\_\_ Date: \_\_\_\_\_

**Project Director Action:** \_\_\_\_\_  
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Signature of Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

**Administrative Action:** \_\_\_\_\_  
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Signature of Administrator: \_\_\_\_\_ Date: \_\_\_\_\_

**Final Resolution:** \_\_\_\_\_  
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**If client grievance, IDPH Action:** \_\_\_\_\_  
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Final Resolution Signatures:

_____	_____	_____
Person filing grievance	Date	Staff Member
_____	_____	_____
Supervisor	Date	Administrator

Routing: \_\_\_\_\_ Person Filing Grievance \_\_\_\_\_ Supervisor \_\_\_\_\_ Administrator \_\_\_\_\_ IDPH

## **SOUTHERN ILLINOIS CARE CONNECT**

### **Grievance Procedure**

The grievance procedure is a process for clients, advisory board members or subcontractors to seek out solutions to problems that may arise that have not been able to be resolved otherwise. Southern Illinois Care Connect would like to encourage all issues to be discussed with program staff and/or the Project Director prior to the filing of a grievance. Grievances will be accepted by Southern Illinois Care Connect on issues related to client services, satisfaction and the delivery of services.

The following is a step-by-step process to file a grievance:

- 1.) Request grievance form from case manager or other program staff.
- 2.) Complete page one of grievance form.
- 3.) Submit to program staff, please retain a self-copy.
- 4.) Program staff will complete their section of the form and forward on to the Project Director within one week of receipt.
- 5.) The Project Director will investigate and complete their section of the form and send a response within one week.
- 6.) If all is resolved, the Project Director and the Administrator will complete their section of the form. If the client believes the issue is not resolved, the client has two weeks to contact the Project Director and schedule a meeting. If still not resolved, the Administrator will schedule a meeting within two weeks.
- 7.) The final resolution will be delivered to the client/board member/subcontractor within two weeks of the Administrator meeting.
- 8.) This is a final resolution for board members and subcontractors. If clients are not satisfied with the final resolution of the Lead Agency, they may ask for the grievance to be forwarded to Illinois Department of Public Health (IDPH) for further investigation.
- 9.) After IDPH has reviewed the grievance and made a decision, the client will be contacted in writing to report the final resolution.
- 10.) All information regarding the filing and resolution of a grievance will be kept confidential .