

## Consumer Grievance/ Conciliation Procedure

In -Home Services -Long Term Support Services

GSIL is committed to providing the highest quality professional service and believes in early and immediate resolution of concerns and conflicts. If a concern or problem arises, it is GSIL's intention to resolve the issue in a timely manner.

If you are dissatisfied or have a grievance/complaint, you have the right to bring the matter to the attention of GSIL and have it resolved to your satisfaction. Your rights to receive services from GSIL shall not be affected by raising complaints, grievances, issues or disputes.

GSIL has established a complaint process that is accessible, visible, and facilitates an ease to file a complaint.

1. Whenever possible, discuss any matter of concern regarding services delivered by or through GSIL with your designated GSIL Coordinator and/or assigned Supervisor. If a concern cannot be resolved with the staff person you may request an opportunity to discuss your concern or issue with the staff person's immediate supervisor.
2. If remediation of the concern / complaint does not occur, you may file a formal complaint with assigned LTS Director. A complaint may be made in person, via telephone, fax, email, or letter.
3. If you are filing a complaint via phone or in person, the person receiving the complaint will complete a **Consumer Complaint/ Grievance Form** which will be forwarded to the assigned LTS Director. You will also receive a copy.
4. The assigned LTS Director will contact you within two (2) business days to conduct an investigation and discuss the potential resolution to the complaint.
5. Within ten (10) business days from the receipt of the complaint the LTS Director will follow up with a written Resolution letter that will identify what was found and what actions were taken. You may also write a response, if you so choose. The LTS Director will provide a copy of the Complaint/ Grievance Form to the Vice President of Long Term Supports.

If you are not satisfied with the resolution proposed, you will have the opportunity to appeal the decision to the Vice President of LTS.

1. Within 2 business days of receiving the appeal the LTS Director will provide the written Resolution letter and circumstances involved in the complaint to the Vice President of Long Term Supports.
2. The Vice President will contact and/or meet with you to seek resolution to the complaint within 2 business days from receipt of appeal. The Vice President will attempt to find the cause of the dissatisfaction and work with you to resolve the issue.
3. Within **10 business days** from the receipt of the appeal, the Vice President will provide you with a final Resolution letter via mail. The Vice President will review with you the outcome of the appeal

investigation.

## Conciliation Procedure for Independent Living Services

If you believe you have been unfairly judged ineligible for services, are not satisfied with existing services, or have a conflict with access to the formal GSIL internal conciliation procedure, you have the right to request a formal review at any time.

1. Whenever possible, try to settle any differences or conflicts before using the conciliation process. Often simple misunderstandings can be cleared up with a conversation.
2. If you are experiencing a problem that cannot be resolved with a conversation or direct meeting with your GSIL IL Services Coordinator, contact the Director of Independent Living (IL) Services at GSIL. The Director of IL Services will listen to your concern, discuss the situation, and attempt to resolve the problem to your satisfaction. Within seven (7) days, the Director of IL Services will send you two copies of a completed report reflecting the discussion and the decisions made. You will be asked to sign and return a copy of the report.  
You may also write a response, if you so choose.
3. If the Director of IL Services is unable to resolve the conflict, the concern is referred to the Community Living Department Vice President. Within three (3) working days, the Community Economic Development Department Vice President will contact you to discuss your complaint. If the problem cannot be resolved over the telephone, then a formal meeting will be arranged at the GSIL offices. You will be provided full accessibility services, in order to attend this meeting and be a full participant.
4. If the complaint remains unresolved, you have the right to request a Formal Hearing conducted by an impartial Hearing Officer. In NH, the hearing officers are lawyers who contract with the State Department of Education. The hearing officer will hear evidence and testimony by you or your representative, and from GSIL, and will make a formal decision.
5. The Chief Executive Officer may review and overturn the Hearing Officer's decision. This may occur if based on clear and convincing evidence; the Chief Executive Officer determines that the Hearing Officer's decision is contrary to Federal or State Law, including policy.
6. You also have the right to take this matter to the Client Assistance Program of the Governor's Commission on Disability. The CAP ombudsmen will: provide information, investigate the complaint and mediate to resolve differences, provide advocacy to the consumer, and provide assistance/representation in the appeal process. They can be reached at 1.800.852.3405(V/TTY).