

FOOTHILLS GATEWAY, INC.

Complaint

POLICY:

It is the policy of Foothills Gateway, Inc. (FGI) that all members, parents of a minor, guardians and/or authorized representatives may submit complaints. The utilization of the complaint procedure will not prejudice the future provision of appropriated services or supports.

PROCEDURE:

This procedure will be provided to all members, the parents of a minor, guardians and/or legally authorized representatives, as appropriate. It will be provided in the person's preferred communication method and language. This procedure will be provided when enrolling in services, when the procedure is changed, and as part of the annual service planning process. FGI will post this complaint procedure on the agency's website.

A complaint means any statement relating to unsatisfactory services provided by Foothills Gateway, Inc. (FGI) including but is not limited to general business functions; administration; State General Fund program functions; and Case Management functions. Complaints regarding activities outside of this definition for the Case Management Agency are excluded from this procedure.

Complaint Process:

- Complaints may be made verbally, email or from the website under "Contact" and then clicking on "Click HERE to submit you concern online".
- The person receiving the complaint will document the complaint on the Complaint Log form.
- The following individuals may assist in submitting a complaint:
 - Case Manager
 - Advocates
 - Legal Counsel
- FGI will provide an opportunity for individuals involved in the complaint to meet in order to find a mutually acceptable solution. This process could also include mediation if both parties agree.

If the complaint cannot be resolved by the person making the complaint and other party against whom the complaint was made, the Case Management Director or designee will review the complaint and attempt to resolve the complaint. Within 30 days of the receipt of the complaint, the outcome will be communicated with the person making the complaint.

No individual will be coerced, intimidated, threatened, or retaliated against because the individual has exercised their right to file a complaint or has participated in the complaint process.

All complaints covered under this procedure will be reviewed by the Community Advisory Committee (CAC) in order to ensure that FGI has addressed the concerns raised in the complaint and to identify complaint trends. FGI will redact the identifying and confidential information from the complaint and the resolutions packet prior to submitting the information for review by the CAC.

Health Care Policy and Financing (HCPF) will review FGI's complaints and complaint trends analysis quarterly to ensure appropriate resolution of complaints. HCPF will provide feedback and follow up to FGI regarding the complaint review as necessary.

3/24; 1/25