



## Minnesota Disability Support Alternatives

9705 45<sup>th</sup> Avenue North #41982 | Plymouth, MN 55442

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### Grievance Policy

#### I. Policy

It is the policy of Minnesota Disability Support Alternatives to ensure that consumers receiving support planning through our organization have the right to respectful and responsive services. We are committed to providing a simple complaint process for consumers served by our organization and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

#### II. Procedures

##### A. Service Initiation

Consumers will be notified of this policy, and provided a copy, when they sign the Service Agreement (SA) for support planning through Minnesota Disability Support Alternatives.

##### B. How to File a Grievance

1. The consumer receiving support planning services or consumer's authorized or legal representative:
  - a. should submit in writing via email, fax, or mail their formal grievance, clearly indicating that this is not an informal complaint or problem, to their Support Planner if they feel comfortable;
2. If the consumer or consumer's authorized or legal representative does not believe that their grievance has been resolved or they do not feel comfortable submitting their formal grievance to their Support Planner they may submit the formal grievance in writing via email, fax, or mail to the Executive Director of Minnesota Disability Support Alternatives.
  - Sarah Biddlecome, Executive Director  
Email: [sarah@mndsa.org](mailto:sarah@mndsa.org)  
Fax: 1-651-560-5578  
Minnesota Disability Support Alternatives  
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##### C. Response by the Program

1. Upon receipt of a formal grievance in writing the Support Planner or Executive Director will:
  - a. respond to the complaint in such a manner that the consumer's/consumer's authorized legal representative's concerns are resolved.
2. Grievances will be responded to within 14 calendar days of the receipt of the written formal grievance.
3. All grievances will be resolved within 30 calendar days of the receipt.
4. If the grievance is not resolved within 30 calendar days, Minnesota Disability Support Alternatives will document the reason for the delay and a plan for resolution.
5. Once a formal grievance is received, Minnesota Disability Support Alternatives will complete a complaint review. The complaint review will include an evaluation of whether:
  - a. related policy and procedures were followed and adequate;
  - b. there is a need for additional Support Planner training.
6. Based on this review, Minnesota Disability Support Alternatives will provide a written summary of the formal grievance and a notice of how the grievance was resolved to the consumer/consumer's authorized legal representative that:
  - a. identifies the nature of the complaint and the date it was received;
  - b. includes the results of the complaint review; and
  - c. identifies the complaint resolution.

D. The complaint summary and resolution notice will be maintained by the Executive Director.