



UCP Central PA

Grievance Policy

It is the policy of United Cerebral Palsy of Central Pennsylvania, Inc. to enable individuals, individual's families, advocates and/or staff persons to have an avenue to address grievances. An individual has the right to voice concerns about the services s/he receives.

All staff is expected to maintain sensitivity to the individual and family's needs and perceptions.

The individual, individual's families, advocates and staff persons must present the same grievance at all steps, without change, except to provide further explanation. Information presented should include date, name, nature of complaint, and proposed resolution. A grievance may be filed by following the progressive steps below:

Step 1: The individual, individual's families, advocates and/or staff persons should first address their question, concern, complaint, or grievance to the person perceived as the source of the confusion or conflict. It is anticipated that most conflict will be resolved in this step. If not resolved by direct communication at the source of the problem, or if the individual, individual's families, advocates and/or staff persons does not wish to address the other person involved, he/she may proceed to step 2.

Step 2: The individual, individual's families, advocates and/or staff persons may consult the Division Director, explain the conflict, and solicit the Senior Director of Operation's intervention as a conflict resolution mediator. It is the duty of the Senior Director of Operations to inform all involved parties of the conflict, collect information, conduct an investigation, conduct interviews, and help facilitate a mutually agreeable resolution. If the individual or individual's families wishes to remain anonymous or to appoint a representative as his/her spokesperson or advocate, the Senior Director of Operations should accommodate and protect the wishes of the participant. A mutually agreed upon neutral party may also serve as a mediator. Notes of this meeting should be taken for documentation purposes. A resolution should be presented within 5 working days of the receipt of the grievance.

Step 3: The individual may choose to bypass steps 1 and 2 and initiate a grievance directly to the UCP Chief Operating Officer. This step may be taken with or without the knowledge of the staff involved in the grievance. The grievance may be communicated by telephone or letter. A letter is preferred for the purpose of documentation and clarity. (If the individual or individual's' family wishes to maintain anonymity, it should be understood that a full investigation may not be able to be achieved.) Grievances should be addressed to:

UCP Central PA
Chief Operating Officer
55 Utley Drive
Camp Hill, PA 17111



RE: FORMAL GRIEVANCE

Timeline:

All three steps of the Grievance Policy must be completed within 21 days of receipt of a grievance.

Appeal Process:

If the individual, individual’s families, advocates and/or staff person is not satisfied with the decision concerning the grievance, an appeal can be made to the Executive Committee of the Board of Directors. They will make a final and binding decision within five (5) working days of their notification.

Grievances are considered in a confidential manner and should be discussed only with personnel who have a need to be apprised of the information. The President/CEO, Chief Operating Officer, and Senior Director of Operations review the procedures, number of grievances, and their disposition annually. This information will be used to develop quality measure to decrease the number of grievances.

Division Contacts:

Chief Operating Officer, 717-737-3477

Bridget Pugh, Senior Director of Operations, 717-737-3477, bridget.pugh@ucpcentralpa.org

Violet Mwangi, Director of Residential Services, 717-737-3477, violet.mwangi@ucpcentralpa.org

Angela Griffith, Director of Home Care, 888-790-3925, angela.griffith@ucpcentralpa.org

Jamie Fleck, Director of Agency with Choice, 717-737-3477, jamie.fleck@ucpcentralpa.org

Marci Walborn, Director of Childhood and Ancillary Services, 717-975-0611,

marci.walborn@ucpcentralpa.org

April Treaster, Director of CPS, 888-790-3925, april.treaster@ucpcentralpa.org

My signature on this document confirms my receipt of the UCP Grievance Policy.

Participant’s Signature

Date

Staff Signature

Date