

COMPLAINT PROCESS

Purpose: Saint Anthony Park Area Seniors (SAPAS) is establishing this Complaint Process to provide a fair way to systematically address complaints by participants in our program, their caregivers, or families.

Policy: It is the goal of SAPAS to meet the needs of seniors and caregivers by offering high quality services. SAPAS wants to know if any senior, caregiver, or family member is dissatisfied with any aspect of the services SAPAS provides.

Upon receipt of any complaint, SAPAS will follow this Complaint Process. The goals of the Complaint Process are to address and resolve any issues or problems, to enhance client satisfaction, and to improve the delivery of SAPAS' services.

Process:

1. Any person (the Complainant) can make a complaint to any SAPAS staff member.
 - a. The staff member shall document the complaint on the Complaint Form.
 - b. The staff member shall inform the Program Director of the complaint and provide all documentation related to the complaint to the Program Director as soon as reasonably possible, but not more than two (2) working days after receipt of the complaint.
 - c. Within five (5) working days after the staff member has provided the Program Director with the documentation related to a complaint, the staff member shall meet with the Program Director to complete "Description of the Complaint" on the Complaint Form.
2. The Program Director shall investigate the complaint.
3. Within three (3) working days after the Program Director receives the documentation related to the complaint, the Program Director shall inform the SAPAS Board Chair of the complaint. The Program Director shall keep the Board Chair reasonably informed about the investigation of the complaint, including the final resolution of the complaint.
4. Within seven (7) working days after receiving the documentation related to complaint, the Program Director shall contact the Complainant to
 - a. Acknowledge receipt of the complaint,
 - b. Obtain any additional information necessary to resolve the complaint, and
 - c. Establish a timeline to resolve the complaint.

5. Within ten (10) working days after receipt of the complaint, the Program Director shall meet with the staff person who received the complaint to determine the actions required to resolve the complaint.

6. Unless the Program Director and Complainant have otherwise agreed, within twenty (20) working days after receipt of the complaint, the Program Director shall contact the Complainant in writing to

A. Inform the Complainant of the resolution of the complaint, and

B. Discuss the actions SAPAS will take to prevent further incidents.

7. In the event that the Program Director is the subject of a complaint, the board chair of SAPAS shall document and investigate the complaint.

A. To the extent reasonably possible, the board chair shall follow this Complaint Process.

B. The board chair shall notify the SAPAS board of directors within three (3) working days of receiving a complaint against the Program Director, and shall keep the board members reasonably informed about the investigation.

Quality Assessment and Improvement:

1. The Program Director shall document the investigation of all complaints in writing.

2. The Program Director shall keep all complaints and related documents confidential.

3. The Program Director shall preserve all documentation related to all complaints for three (3) years after completion of investigation the complaint.

4. In conjunction with the SAPAS Board of Directors, the Program Director may initiate changes in policies, procedures, or staff education as the result of a complaint.

Adopted by the Board of Directors at the March 9, 2020 board meeting.