

Complaint and Grievance Process:

CONFLICT RESOLUTION

MVLE has procedures in place that will help you to focus on your program and be able to get along with your co-workers and staff, such as following program rules. If you are upset or need assistance you are encouraged to speak with your supervisor, and they will assist you. If you are upset and having difficulty, MVLE staff members will assist you in resolving the issue. Staff will do everything possible to help you resolve any issues you may have before they grow into a complaint or grievance.

COMPLAINT PROCESS

If you, your family member, or your group home staff have a complaint that does not constitute a grievance, it should be reported to your supervisor and the following process will occur:

1. Your MVLE staff member will record the complaint on the MVLE Complaint Form and will route the complaint to your Site Manager.
2. Your Site Manager will contact you within (24) hours and anyone else involved in the complaint and determine how to best resolve your complaint.
3. If resolution is reached, it will be recorded on the Complaint Form, and both you and your Site Manager will sign the form.
4. Your Site Manager will ensure that the resolution occurs and that the appropriate people are contacted.

MVLE uses this process to not only resolve your complaints, but also to determine if there are trends in complaints to make sure that this does not happen again.

GRIEVANCE PROCEDURE

A grievance is defined as any complaint arising out of any MVLE policy or action which you think, believe, or feel is unfair or unjust. Grievances can result from problems arising from working conditions such as job/training satisfaction, changes in procedures, working/training standards, working/training hours, physical conditions, relationships, abusive, unfair or preferential treatment, wage rates, disciplinary actions or termination. You have the right to complain in person or in writing and are entitled to have that grievance heard and acted upon promptly.

When filing a grievance, the following steps must be followed:

1. Explain your grievance as clearly and fully as possible to your **MVLE** staff member.
2. If the MVLE staff member cannot satisfy your complaint, then it will be presented to their supervisor.
3. If a satisfactory settlement of the problem or complaint is not obtained from their supervisor, you may request arbitration by the Site Manager of the program. Your supervisor will prepare a written report stating clearly what the grievance is, his/her decision and the points that remain unresolved after which the case will be presented to the Manager of the program.
4. If you are still not satisfied, you can ask the Manager of the program to review your complaint. After that the President and then the board of directors.
5. Each person will have five working days to resolve your complaint. If they cannot do this, then the Executive Committee of the Board will have 30 days to review the complaint. You will receive a letter letting you know what the solution is.