



## Complaint Resolution & Grievance Policy

### Policy Statement

All individuals enrolled in services with Wellpoint Care Network have the right to express a concern, complaint or grievance, if there is dissatisfaction with treatment, services or outcomes. This process is also used to identify opportunities for continuous quality improvement.

### Procedure

Upon admission to a Wellpoint Care Network program or service, each client or guardian shall be given a document explaining the client's rights and summarizing the grievance resolution process. Staff will assist clients, guardians and advocates with understanding and using the grievance system. Such assistance shall take the form of oral, written or video instructions if necessary.

Before using the formal grievance procedure, those served are encouraged to discuss any complaints or concerns directly with their assigned staff. If the problem cannot be resolved at this level, then the following procedure is to be followed:

1. The person who wants to file a grievance can access the Grievance Policy and form on the Wellpoint Care Network website ([wellpointcare.org/our-policies](http://wellpointcare.org/our-policies)). These documents can be provided in alternative formats by contacting the **Client Rights Specialist** at **(414) 465-5132**. A verbal request to file a grievance can be provided to the Client Rights Specialist, who will then follow up with the individual to document the concerns and desire for resolution.
2. If the complainant has a legal guardian, the guardian will be informed of the nature of the complaint and the process of resolution.
3. The Director of Quality Improvement (QI) will provide acknowledgement in writing that the grievance has been received. This is done within 1 business day of receipt of the initial complaint.
4. Within 2 business days of the receipt of a grievance a meeting should be scheduled between the complainant and the relevant team members of the program, including the first-level supervisor, to have a discussion regarding the concerns and actions that can be taken to resolve them.
5. If the meeting resolves the concern(s), the supervisor will provide a typed summary of the meeting for the Director of QI, including steps taken to ensure an appropriate resolution.
6. If the complaint is unable to be resolved, a meeting will be scheduled with the next-level supervisor.
7. If this does not resolve the concern(s), the program leader will relay this to the Director of QI, who will follow up with the complainant and initiate the formal grievance process.
8. Once the review of the grievance and all relevant documentation has been completed, the Director of QI will draft a report. A copy will be provided to the client and the program supervisor.
9. Every effort will be made to resolve the complaint and provide a report within 30 days of receipt of the grievance. Extensions can be requested if more time is needed to resolve the complaint.
10. Upon receipt and review of the final report, the grievant will notify the Director of QI if the findings resolve the complaint. If there are concerns with the report, the grievant will identify the item(s) in the report that requires further review. The Director of QI will review and provide a final response.
11. If the complaint is still not resolved, the grievant can request an external review from the next-level governing entity or advocacy organization.
12. The PQI Committee and the governing body will review grievances at regular intervals to identify prevention activities and improvement opportunities.

Wellpoint Care Network assumes responsibility for providing the resources necessary (e.g., interpretive services, TDD phone line) in order to communicate this process effectively and appropriately.



## Complaint Resolution & Grievance Policy (con't.)

No sanctions will be threatened or imposed against anyone who files grievance, or any person including an employee of the agency, the department, or a county department or a service provider, who assists a client in filling a grievance or participates in or testifies in a grievance procedure or in any action for any remedy authorized by law. Any retaliation against any WCN client who exercises their right to file a grievance is prohibited. Charges of retaliation shall be treated separately and distinct from the original complaint.

**Your Client Rights Specialist** is the Director of Quality Improvement, Wellpoint Care Network, Inc., 8901 W. Capitol Drive, Milwaukee, WI 53222 Phone: **(414) 463-1880**

## Receipt of Grievance Policy

I have reviewed, understand, and have received a copy of the Wellpoint Care Network policy and have been given the opportunity to ask any questions related to this policy.

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Full Name (Print)

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Signature

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Date