

COMMUNITY STATEMENT ON FILING A COMPLAINT & GRIEVANCE PROCEDURE

Here at Advocacy Unlimited, we take the wellbeing and satisfaction of participants seriously.

Your experience with our services matters to us. We are here, in service to the community, and we work with the community. Please know that we will do everything in our power to hear and address your concerns.

If you, our participant, believe that your rights have been violated or that you have been improperly treated in any way during the course of your connection with AU, you are entitled to be heard, to have your concerns taken seriously and acted upon promptly and fairly.

WHO DO I REACH OUT TO? In the first instance, we ask that you raise your concerns with the AU employee who provided or was the point person at the offering. The AU employee will attempt to work with you to address your concerns and resolve the issue.

WHAT IF IT ISN'T RESOLVED? If your concern cannot be resolved directly with the employee, the AU employee will make sure that the details are provided to their supervisor, who will reach out to you within 3 days. The supervisor may set up a mediation session to attempt to resolve the issue.

WHAT IF IT STILL ISN'T RESOLVED TO MY SATISFACTION? At this point, we ask that you submit your complaint in writing to the AU Client's Rights Officer (CRO):

businessmanager@advocacyunlimited.org
860-549-2435

HOW DO I SUBMIT MY CLAIM IN WRITING?

You can either use this form: <https://portal.ct.gov/-/media/DMHAS/forms/grievanceformpdf.pdf>, or provide the following information in an email or a letter to the CRO:

- 1) The date, time, and location at which the complaint or alleged violation of rights occurred
- 2) The names or description of individuals involved in the incident or situation being grieved
- 3) A brief narrative of the incident or complaint
- 4) The name of the person filing the grievance
- 5) The contact (phone number or address) of the person filing the grievance
- 6) If a third party files the complaint on behalf of the person, the signature of that third party should also be included with the date of complaint filing.

WHERE DO I SUBMIT MY CLAIM?

Mail

Advocacy Unlimited
ATTENTION: Business Manager
2075 Silas Deane Highway
Rocky Hill, CT 06067

Email

BusinessManager@AdvocacyUnlimited.org

Fax

860-259-5731

WHAT HAPPENS AFTER THAT? Our CRO will contact you within 3 days of receiving your complaint and start an investigation. The CRO's investigation will decide whether your complaint meets the standards for a DMHAS (Department of Mental Health and Addiction Services) "grievance." If it does not qualify as a grievance, our Executive Director will issue you a written determination letter within 15 business days.

WHAT HAPPENS IF MY COMPLAINT QUALIFIES AS A GRIEVANCE? Our CRO will investigate the grievance and issue you a decision within 5 business days.

WHAT IF I'M NOT SATISFIED WITH THE CRO'S DECISION? You may appeal to our Executive Director, Michaela I. Fissel, email: MFissel@AdvocacyUnlimited.org, who will respond to your appeal request within 10 business days. As part of your appeal, you may request a meeting with our Executive Director, who will respond to your meeting request within 5 business days.

WHAT IF I'M NOT SATISFIED WITH THE EXECUTIVE DIRECTOR'S DECISION? If the Executive Director's decision is not satisfactory, you can seek resolution within the following outside organizations:

- 1) DMHAS Client Rights and Grievances Specialist 1-860-418-6933
- 2) CT Legal Rights Project 1-877-402-2299
- 3) Disabilities Rights Connecticut 1-800-842-7303

For more information about the DMHAS Grievance Procedure and Fair Hearing Procedures, please go to:

<https://portal.ct.gov/DMHAS/Programs-and-Services/Advocacy/Grievance-Procedure>

Please know that your filing of a complaint or grievance against AU will not lead to our treating you differently in any way, and will not result in AU's denying services or dropping you from any of our programs. However, if you were asked to take a break from our programming, filing a grievance does not automatically change that decision.