**CIVIL RIGHTS POLICY**

**COMPLAINTS POLICY & PROCEDURES (§ 6100.51)**

***RATIONALE***

It is the obligation of The L. I. F. T. Center to protect the rights of all the individuals we serve, as well as to provide an effective procedure for dealing with complaints. The L. I. F. T. Center shall implement the following procedures to receive, document, and manage complaints about a service that are submitted by or on behalf of an individual. Written complaint procedures shall be in accordance with applicable Federal, State, and local civil service laws and regulatory requirements that provide a hierarchical structure for presenting and settling disputes for employees, individuals, their families, and advocates that assure investigation and resolutions of complaints. The following complaint procedures are neither a prerequisite, nor a substitute for a fair hearing through the Bureau of Hearing and Appeals (BHA) for waiver recipients or those denied a waiver.

***§ 6100. 51 COMPLAINTS***

The L. I. F. T. Center will inform the individual, persons designated by the individual, upon initial entry into The L. I. F. T. Center’s program and annually thereafter, of the right to file a complaint and the procedure for filing a complaint. If an individual indicates the desire to file a complaint in writing, The L. I. F. T. Center will offer and provide assistance to the individual to prepare and submit the written complaint.

The L. I. F. T. Center will permit and respond to every oral or written complaint from any source, including an anonymous source, regarding the delivery of a service. Further, The L. I. F. T. Center will assure that there is no retaliation or threat or intimidation relating to the filing or investigation of a complaint. Immediate, appropriate disciplinary action, up to and including termination, will be taken against any alleged retaliatory behaviors. Confidentiality shall be maintained throughout the entire complaint process.

***PROCEDURES***

The overall responsibility of the complaint process shall be vested in the Executive Director and/or Chief Executive Officer.

Documentation for each complaint will include the following information:

(1) The name, position, telephone number, e-mail address and mailing address of the initiator of the complaint, if known.

(2) The date and time the complaint was received.

(3) The date of the occurrence, if applicable.

(4) The nature of the complaint.

(5) Details of the investigation, including findings.

(6) The date the complaint was resolved.

The L. I. F. T. Center will resolve the complaint and report the findings or resolution to the complainant within 30 days of the date the complaint was submitted unless the agency is unable to resolve the complaint within 30 days due to circumstances beyond the control of The L. I. F. T. Center. In such instances, The L. I. F. T. Center will document the basis for not resolving the complaint within 30 days and shall report the complaint findings or resolution within 30 days after the circumstances beyond The L. I. F. T. Center’s control no longer exists.

All individuals will be informed of his or her rights, as well as informed of their right to file a civil rights complaint with the state or federal government. All individuals, their parents, guardians, or advocates will also be provided with contact information for the appropriate County Office of Mental Health/Intellectual Disabilities.

If the individual/designated representative is not satisfied with the complaint resolution or who feels discrimination on the basis of race, color, religious creed, disability, ancestry, national origin, including English proficiency, age or sex, has occurred should contact one of the following immediately:

**Lifestyle, Integrity & Fullness Treatment Center, LLC**

Attn: Vendetta Hines

526 South Aubrey Street

Allentown, PA 18109

**Commonwealth of Pennsylvania**

Department of Human Services

Bureau of Equal Opportunity

Room 225, Health & Welfare Building

P.O. Box 2675

Harrisburg, PA 17101

**PA Human Relations Commission**

Harrisburg Regional Office

333 Market Street, 8th Floor

Harrisburg, PA 17101

**U.S. Department of Health & Human Services**

Office of Civil Rights

Suite 372, Public Ledger Building

150 South Independence Mall West

Philadelphia, PA 19106-9111