**Policy: Grievance Procedure**

It is the obligation of the L. I. F. T CENTER to protect the rights of all individuals we serve and employees as well as to provide an effective procedure for dealing with grievances.

The L. I. F. T CENTER shall have written grievance procedures in accordance with applicable Federal, State and local civil rights 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 resolution of complaints according to ODP regulations.

All participants and employees 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 participants served by the L. I. F. T CENTER, their parents/guardians, advocates and employees will be informed of the individual’s rights upon admission as well as on an annual basis. Each participant will sign and date acknowledgement indicating that the right to file a grievance police was explained to them, their parents, guardians or advocate.

The L. I. F. T CENTER will attempt to resolve any disputes that arises between participants, their guardians or advocates regarding a staff member or set policy by increasing understanding surrounding the dispute to resolve the disagreement.

If a resolution of the grievance cannot be reached, the staff must assist the aggrieved in an appeal to the Supervisor. The Supervisor will meet with the aggrieved within 48 hours to discuss the grievance. A written report of meeting and response to the grievance will be presented to the aggrieved and filed in the participant’s personal file, HCSIS Reporting section. A copy will also be filed in the supervision files if applicable.

If the grievance cannot be resolved at this level the Supervisor will inform the Director. The Director will review the complaint and meet with the aggrieved to discuss the grievance and its resolution. The Director will provide a written report of the meeting to the aggrieved and the Supervisor. A copy will be filed in the participant’s personal file, HCSIS Reporting section. A copy will also be filed in the supervision files if applicable.

If the grievance cannot be resolved at this level, the matter should be forwarded to the Central Office:

 All Participants, their parents, guardians or advocates should be provided with contact information for the appropriate County Office of Mental Health/Mental Retardation.

Any participant, their parents, guardians or advocate 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.

Any employee, who believes they have been discriminated against, may file a complaint of discrimination with any of the following:

Lifestyle, Integrity & Fullness Treatment Center, LLC

526 South Aubrey Street

Allentown, PA. 18109

Department of Human Services PA Human Relations Commission

Bureau of Equal Opportunity Harrisburg Regional Office

Room 223, Health & Welfare Building 333 Market Street- 8th FL

P. O. Box 2675 Harrisburg, PA 17101

Harrisburg, PA 17105

U.S. Department of Health & Human Services

Office for Civil Rights

Suite 372, Public Ledger Building

150 South Independence Mall West

Philadelphia, PA 19106-9111