



## *Home and Community-Based Services Waivers' Local Level Consumer Complaint Process*

5-23-12

### **Purpose**

The Complaint Process records problems and issues clients have with waiver services they receive and/or accessing waiver services they have been authorized to receive that are likely to result in actions against providers such as corrective action or termination. Only clients or their representatives may report complaints.

The Complaint Process does not address complaints for non-waiver services. Complaints for non-waiver services will be made through the appropriate process for the specific non-waiver service.

### **Process\***

Each local agency/office providing Services Coordination and Resource Development for HCBS Waiver services will investigate and track complaints that are likely to result in actions against providers using the following process:

1. Local agency/office staff receives a complaint about the provision of waiver services from a client or client's representative. The report may be given either verbally or in writing. Staff must begin completing the CONNECT Local Level Complaint Form once the report is received.

Note: Staff may clarify with the client that the person filing the complaint is indeed representing him/her.

2. Local agency/office staff must begin the investigation and respond to the complainant either verbally or in writing within 7 working days.
3. Local agency/office staff must complete the investigation and take action to resolve the complaint within 30 working days. If the investigation cannot be completed within 30 working days, the agency/office must document the reason for the delay. This must be documented in the Description of the Complaint Field on the Local Level Complaint Form.

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4. Local Agency staff must document the provider action taken to resolve the complaint on the CONNECT Local Level Complaint Form.
5. Upon resolution of the complaint, Local Agency staff will finalize the CONNECT Local Level Complaint Form. Staff will then email the complaint to the HCBS Waiver Unit staff using the link in CONNECT to inform the HCBS Waiver Unit staff that a complaint has been completed. This must be completed within 15 working days of the complaint being resolved.

HCBS Waiver Unit staff will analyze the statewide results and present findings to the HCBS Waivers' Quality Council and the QI Subcommittee.

\* The Complaint Process does not take away a client's right to a fair hearing or right to submit a formal complaint to the HCBS Waiver Unit using the HCBS Waiver Unit Complaint Process.