



POLICIES AND PROCEDURES

ORGANIZATION POLICY

PROGRAM POLICY

Relevant Policy	Grievance Policy & Procedures
Applicable To	Organization
Policy & Procedure Location	Connect>Services>Service Policies, Procedures and Forms>245D Grievance Policy
Legal & Other References	MN Statute 245D.10, subd. 2 and 4
Resources and References	Grievance Policy Grievance Addendum Internal Grievance Review Grievance Report Grievance Training Document

1. PURPOSE STATEMENT

The purpose of this policy is to ensure complaints and grievances are responded to fairly, respectfully and in a timely manner.

2. POLICY:

CIP is committed to providing a simple complaint process for people supported and/or their authorized or legal representative. CIP is committed to resolving grievances fairly and in a timely manner.

PROCEDURE :

1. All new employees will be trained on documents listed above in Resources and References within 72 hours of start date.
2. All employees will be trained *annually* on documents listed above in Resources and References within the month it was done the previous year.
3. Tracking and trending of grievances will be reviewed quarterly.

3. Approved By:

Signature of Executive Vice President

Date

Change History

Version	Date	By	Status	Comments
245.106.1	10/13/2013	DHS	Draft	Document created (DHS)
245.106.2	12-7-2017	B. DeWitt	Final	

Approver/Owner/Author Contact Details

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Review Frequency: Annually, Quarterly

Final Version	Issue Date	Review Date	Comments	Approver signature
245.106.2	12-7-2017	10/2018	Reviewed	

Roles and Responsibilities

Business Function	Comments
Intranet Project Manager	Maintain this document
Owner/Author	Review content
Information Risk/Security	Review for security compliance
Intranet Project Manager	Review for feasibility and implement