

Vista Policies and Procedures

Policy Name: Individual Grievance
Policy Number: CE 409
Responsible Authority: Compliance Officer
Original Effective Date: July 1, 2005
Revision Date: June 1, 2018

Vista's mission is to provide quality services to all individuals served by Vista's programs. For the purpose of this policy, individuals are defined as clients, consumers, customers, residents, students, and guardians involved in any Vista Program. During the admissions process, individuals will receive and review CE 409 Individual Grievance Policy. Acknowledgment of receipt and comprehension of this policy will be noted by the individual's signature on this document.

We encourage the individuals that participate in any Vista program to freely voice questions and concerns directly to their program contact and/or team. In the event that an individual does not believe that his/her question or concern is satisfactorily addressed, this document outlines the process to file a grievance with the Vista organization.

Step 1: Informal Resolution - Discussion with Program Supervisor or Director

Individuals should bring their concerns or complaints to their supervisor or director, whichever is applicable. If the complaint involves the Program Supervisor and/or Director, the complaint should be brought to the Director of Human Resources. The individual should schedule an appointment with this person directly to discuss the concern within 10 business days of the event or date the concern occurred. The Program Supervisor or Director, or Director of Human Resources if applicable, will respond in writing to the complaint within 3 business days of its receipt.

Step 2: Written Grievance and Decision

If the individual does not feel the concern was resolved adequately, the individual may submit a written grievance to the Executive Director of the applicable program using CE 409.1 Individual Grievances Form. An individual may request assistance from the Clinical Administrative Supervisor at the Springboard Campus/Administrative Offices at 717-583-5102, extension 2022.

Once the grievance has been received by the applicable Executive Director, Vista will confirm receipt of the grievance. Vista has 21 business days to investigate and respond to the grievance in writing. At any time during the grievance process, the individual has the right to an outside advocate of his/her choice. A comprehensive agency list is included in the Individual Rights and Responsibilities document issued to each individual at admission and yearly thereafter, and can be provided upon request at any time.

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Vista will review and document the following information to resolve an individual grievance:

- The name of the individual filing the grievance
- The nature of the grievance
- The date of occurrence and date of filing of the grievance
- Vista's actions to resolve the grievance
- The resolution of the grievance as agreed upon by Vista and the individual or, in the absence of agreement, the decision of the applicable Executive Director
- The date the grievance was resolved or decided

Step 3: Appeal Process and Decision

If an individual is dissatisfied with the applicable Executive Director's decision, a written appeal can be filed with Vista's Chief Executive Officer within 21 business days of the issuance of the Executive Director's written determination. The decision of the Chief Executive Officer on appeal will be communicated in writing within 14 days of receipt of appeal, and will be final and determinative.

All grievances and follow-up investigations will be treated fairly and confidentially. It is our hope that a fair and equitable process will resolve the presented concern at the satisfaction of both Vista and the individual. The process available under this policy at no time preempts or supersedes any legal procedures or remedies otherwise available to the individual and his or her rights therein.

Compliance Officer Signature: _____ Date of Approval: _____