

Autism Society Inland Empire Grievance Policy

Purpose:

The Autism Society Inland Empire is a team of dedicated, qualified individuals whose goal is to improve the lives of all affected by autism. Every effort is made to provide our services in a manner which is both high-quality and non-discriminatory.

The Autism Society Inland Empire is committed to providing quality services and encourages customers to provide feedback on our services so we can identify positive aspects of the services that we provide and the areas in which we need to improve. The Autism Society Inland Empire has an established grievance process to address participants' concerns or dissatisfaction about services provided, provision of care, or any aspect of the Autism Society Inland Empire program.

Contract providers are accountable for all grievance procedures established by The Autism Society Inland Empire. The Autism Society Inland Empire will monitor contracted providers for compliance with this requirement on an annual basis or on an as needed basis.

This policy sets out the procedure for resolving any grievance raised with Autism Society Inland Empire and applies to community members including individuals with Autism and other developmental disabilities, family members, legal guardians, and advocates.

Definition

A grievance or complaint may arise in relation to services provided by the Autism Society Inland Empire, or the behavior of an employee, volunteer or another person using the service.

Policy

1. The Autism Society Inland Empire respects the rights of all our customers to be heard, informed, and involved in decision making. The Autism Society Inland Empire encourages individuals to lodge a written complaint/grievance or other feedback which will receive full consideration without prejudice or predetermination of the outcomes.
2. The Autism Society Inland Empire is committed to responding all grievances within 14 business days.
3. The Autism Society Inland Empire will not discriminate against the Autism Society Inland Empire participant solely on the grounds that a grievance has been filed.

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4. If the resident perceives themselves as subject to substantial risk of imminent sexual abuse, they may verbally contact or file a grievance immediately with the Executive Director.
5. The Autism Society Inland Empire will do everything possible to maintain the confidentiality of a complainant making a complaint if the complainant requests confidentiality. However, in the rare circumstances where the Autism Society Inland Empire is unable to maintain confidentiality due to its statutory responsibilities, the Autism Society Inland Empire will attempt to inform the complainant of its need to disclose certain information prior to releasing identifying information. Additionally, the identity of the complainant may be revealed to appropriate law enforcement agencies conducting a criminal investigation. All mandatory abuse reporting requirements will remain in effect as an exception to confidentiality.

Procedure

If an individual has a grievance, the Autism Society Inland Empire staff/volunteers will use the following guidelines:

1. The Autism Society Inland Empire encourages all individuals to discuss their concerns with the Program Facilitator. If the Program Facilitator will is unable to address their concern, the Program Facilitator will refer the matter to the Director of Programs.
2. If the concern remains unresolved, the individual will be offered to an opportunity to file a grievance using the grievance process found on the Autism Society Inland Empire website or can be requested by calling the business number (951) 220-6922 or email at info@ieautism.org.
3. Once the grievance form is received, the Autism Society Inland Empire will respond within 14 business days in writing. If the response to the grievance does not provide resolution to the grievance, then the individual may submit concerns in writing within 14 days to the Executive Board at ExecBoard@ieautism.org. The Executive Board will respond within 30 days.
4. All written grievances will be documented on the day that it is received in the Autism Society Inland Empire Participant Grievance Log.
5. The Autism Society Inland Empire's decision are final.

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Contact Information

Name _____

Date _____

Address _____

Phone _____

Email _____

Concern

What is your concern? _____

Outcome you are seeking _____

I understand the Autism Society Inland Empire will respond to my grievance within 14 business days.