



Udac Inc. | 4724 Mike Colalillo Dr. | Duluth, MN 55807

Grievance/Complaint Policy

I. Policy

It is the policy of Udac to ensure that people served by this program have the right to respectful and responsive services. We are committed to providing a simple complaint process for the people served in our program and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner. Udac will not retaliate against you or anyone who assists you if you file a grievance/complaint.

II. Procedures

A. Service Initiation

A person receiving services and their case manager will be notified of this policy, and provided a copy, within five working days of service initiation.

B. How to File a Grievance

1. You or your authorized or legal representative:
 - a. should talk to personnel that you feel comfortable with about your complaint or problem;
 - b. clearly inform personnel that you are filing a formal grievance and not just an informal complaint or problem; and
 - c. may request assistance from personnel in filing a grievance.
 - d. if you wish to make an anonymous report write up the complaint and place it in the mailbox of the Executive Director or send it to the Board Chairperson or call any of the agencies listed at the end of this policy.
2. If you or your authorized or legal representative does not believe that your grievance has been resolved you may bring the complaint to the highest level of authority at Udac.
 - That person is Board of Directors Chairperson.
 - The Board of Directors Chairperson is Joel Kolquist, he may be reached at: 130 West Superior St. Ste. 926 Duluth, MN 55802 (218)727-8030

C. Response by Udac

1. Upon request, we will provide assistance with the complaint process to you and your authorized representative. This assistance will include:
 - a. the name, address, and telephone number of outside agencies to assist you; and
 - b. responding to the complaint in such a manner that you or your authorized representative's concerns are resolved.
2. Udac will respond promptly to grievances that affect the health and safety of service recipients.

3. All other complaints will be responded to within 14 calendar days of the receipt of the complaint.
 4. All complaints will be resolved within 30 calendar days of the receipt.
 5. If the complaint is not resolved within 30 calendar days, Udac will document the reason for the delay and a plan for resolution.
 6. Once a complaint is received, the program is required to complete a complaint review. The complaint review will include an evaluation of whether:
 - a. related policy and procedures were followed;
 - b. related policy and procedures were adequate;
 - c. there is a need for additional personnel training;
 - d. the complaint is similar to past complaints with the persons, personnel, or services involved; and
 - e. there is a need for corrective action by Udac to protect the health and safety of persons receiving services.
 7. Based on this review, Udac must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by personnel or Udac, if any.
 8. Udac will provide a written summary of the complaint and a notice of the complaint resolution to the person and case manager that:
 - a. identifies the nature of the complaint and the date it was received;
 - b. includes the results of the complaint review; and
 - c. identifies the complaint resolution, including any corrective action.
- D. The complaint summary and resolution notice must be maintained in the person's record.
- E. Below are the names, addresses, telephone number and email addresses if you would like additional help in filing a complaint.

Disability Law Center (Legal Advocacy)

306 West Superior Street
Suite 403, Alworth Building
Duluth MN 55802
(218) 722-5625

Minnesota Disability Law Center

430 1st Avenue N, Suite 300
Minneapolis, MN 55401-1780
Phone (612) 334-5970
TDD (612) 332-4668
Disability Line (800) 292-4150
Email: mndlc@mylegalaid.org
Website: www.mndlc.org

Arc Northland

424 W. Superior St. #500
Duluth, MN 55802

(218)726-4725
Email: info@arcnorthland.org

Office of Ombudsman for Mental Health and Developmental Disabilities

State Office
121 7th Place E. Ste 420, St. Paul, MN 55101-2117
Voice: 651-757-1800 or 1-800-657-3506, **TDD/TTY** call 711
E-mail: ombudsman.mhdd@state.mn.us

St. Louis County
Regional Ombudsman

Duluth Tech Village
Executive Suite
11 E. Superior St. Suite 560
Duluth, MN 55802
218-279-2526
877-766-5481

If you would like to appeal with your social service agency ask your case manager to help you fill out an appeal. They will help you access the form that you need to do so.

Date of last policy review: 1/15/2020 Date of last policy revision: 1/15/2020



Karen Herman Executive Director

Date 06.01.2020

Legal Authority: Minn. Stat. § 245D.10, subd. 2 and 4