



**Chapter:** Due Process and Confidentiality  
**Policy:** Grievance  
**Policy Number:** 3.3  
**Effective Date:** \_\_\_-\_\_\_-2017  
**References:** 10 CCR 2505-10 8.605.5  
Contract 1.4.4  
**Replaces Policy:** 6.D.  
**Prior Policy Date:** 1/28/1998

### Policy

Horizons Specialized Services (Horizons) shall have a procedure setting forth a process for the timely resolution of grievances or complaints of the person receiving services, parent(s) of a minor, guardian and/or authorized representative, as appropriate. Use of the grievance procedure shall not prejudice the future provision of appropriate services or supports.

1. The procedure shall be provided, orally and in writing, to all persons receiving services, the parent(s) of a minor, guardian and/or authorized representative, as appropriate, at the time of admission and at any time that changes to the procedure occur.
2. Grievances or complaints may include any disagreement or concern about Horizons' services or supports. Examples of grievances may be about agency policies and procedures, safety issues or the way services are being delivered.
3. The procedure shall at a minimum, include the following:
  - A. Who within the agency will receive grievances and complaints,
  - B. Identification of support person(s) to assist in the submission of a grievance,
  - C. An opportunity for individuals to come together in order to attempt to find a mutually acceptable solution. This could include the use of mediation if both parties voluntarily agree to this process,
  - D. Timelines for resolution of the grievance,
  - E. Review by the agency director or designee if the grievance cannot be resolved at a lower level, and
  - F. Stipulation that no individual shall be coerced, intimidated, threatened or retaliated against because the individual has exercised his or her right to file a grievance or had participated in the grievance process.

### Board of Directors Approval:

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LuEtta Loeber, Secretary

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Date

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