



Grievance/Complaint Policy and Procedure for Persons Served

Reviewed: March 2023

POLICY

MSS is committed to approaching all complaints in a spirit of consultation, problem-solving, and as an opportunity to make improvements. Persons served and/or their legal representatives may file formal complaints to the organization at any time via the procedures outlined below. There will be no interference, coercion, discrimination, retaliation, or barriers to service for filing a complaint/grievance.

MSS defines a formal complaint as, "A written or verbal statement that describes the decision, action or behavior causing problems and what action or outcome the complainant desires." This policy will be provided, orally and in writing, to all persons served and/or legal representatives upon service initiation and annually thereafter.

Upon request, staff will provide assistance with the complaint process to the service recipient and their authorized representative. Persons served, their legal guardians as applicable, and their case manager will be notified of this policy, and provided a copy, within five working days of service initiation.

PROCEDURE

If you have problem, dispute, or feel that you have been treated unfairly in some way, you are encouraged to communicate with a staff person who you feel comfortable with about your complaint or problem. If they are unable to help you resolve the issue to your satisfaction, you or your legal representative should follow the following steps:

1. Contact the Program Director who oversees your service area and let him/her know the details of your complaint (either verbally or in writing). The Program Director will address your complaint within two (2) days. MSS will respond promptly to complaints and grievances that affect the health and welfare of persons served.
2. If the complaint is not resolved to your satisfaction via step 1, you or your legal representative may file a formal grievance with Michelle Dickerson, Vice President of Program Services (either verbally or in writing). She can be reached at:
900 Ocean Street
St Paul, MN 55106
651-793-4127

Within fourteen (14) working days of receipt of the grievance, the Vice President of Program Services will respond in writing regarding any actions to be taken to address the complaint.

3. If you or your legal representative do not believe that your grievance has been resolved by step 2, you may bring the complaint to the highest level of authority in this program:

Julie Johnson, President/CEO
900 Ocean Street
St Paul, MN 55106
651-793-4123

Within thirty (30) days of receipt, the President will respond in writing with the final determination or actions to be taken.

**If you need assistance contacting your Program Director, MSS Vice President of Program Services, or MSS President/CEO, ask any MSS staff person or a Receptionist for assistance.*

If you are not satisfied with the final determination, or if you would like advocacy assistance at any point in time in the complaint/grievance process, you may be referred to one or more of the following organizations:

State of Minnesota Office of the Ombudsman for Mental Health and Developmental Disabilities

121 7th Place E, Ste 420, Metro Square Bldg
St. Paul, MN 55101
651-757-1800 or 1-800-657-3506 or MN Relay Service 711

Disability Law Center

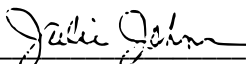
Legal Aid – Mid Minnesota Legal Assistance
430 1st Avenue N, Suite 300
Minneapolis, MN 55401-1780
Phone: 612-332-1441, TDD: 612-332-4668, Fax: 612-334-5755

For individuals in our Vocational Rehabilitation Program:

Minnesota Department of Employment and Economic Development (DEED)

Vocational Rehabilitation Services
First National Bank Building, 332 Minnesota Street Suite E200
St. Paul M.N 55101. Voice 651-259-7376, TTY 651-296-3900.

For individuals enrolled in the Extended Employment program, grievances may be subject to binding arbitration required by [Minnesota Statutes, section 268A.07, subdivision 2](#).



Julie Johnson, President/CEO

3/20/23

Date