



## **TANGRAM'S COMPLAINT AND PROBLEM RESOLUTION POLICY**

### **Policy:**

Tangram is committed to quality services that are provided without regard to race, creed, color, religion/spiritual beliefs, sex, culture, language, national origin, military service veteran status, socioeconomic status, ancestry, age, sexual orientation, gender identity or physical or mental disability. To this end, Tangram is committed to providing the best possible services for its consumers, families, guardians and other stakeholders. Any consumer, family, guardian or other stakeholder has the right to state their concerns, problems and/or complaints and have the issue addressed in a timely manner without the threat of retaliation or barriers to services.

### **Procedure:**

The following Complaint and Problem Resolution procedures will be provided to applicable parties in writing and in the individual's usual mode of communication at the time of intake and annually thereafter:

#### **Who Can File a Complaint?**

Consumers, families, guardians and other stakeholders can file a complaint. Retaliation as a result of the complaint will not be tolerated or result in a barrier to services. The Director of Compliance and Risk Management, in conjunction with the Director of Operations and other applicable staff, holds the responsibility of ensuring all complaints have been addressed in a timely manner.

#### **What Can I File a Complaint about?**

You can file a complaint about any aspect of care, staffing, your rights, safety, treatment and other matters governed by law.

You may also file a Title VI complaint regarding any alleged or suspected discrimination in the provision of services by Tangram, including residential services, employment services, and/or transportation services.

## **When Should I File Complaint?**

You should file a complaint when problems are serious to you. You are free to first discuss the problem(s) with your Program Manager. Most often issues and concerns can be resolved at this level and are usually the result of service changes or familiarization. If this does not help, if the problem is with your Program Manager, or if you would like to simply file a more formal complaint, you should contact the Director of Compliance and Risk Management to request that a complaint be filed on your behalf. You will be contacted directly by the Director of Operations and/or the Director of Compliance and Risk Management at the onset of the investigation, as well as at its conclusion, to inform you of the efforts involved to resolve your situation. If applicable, the Director of Compliance and Risk Management will provide written notification regarding the actions to be taken to address the complaint. This written notification may be made via postmarked letter or email, depending on the preferences of the person making the complaint.

## **How Do I File a Complaint?**

Complaints may be made orally or in writing. If you, or anyone on your behalf, phones in a complaint, it is helpful that you then follow up with a written complaint to ensure a paper trail. Attached is a form you can use to file a complaint.

Remember, at all steps of a complaint, you and/or your family member will be informed of their right to discuss concerns with their case manager and/or BDDS service coordinator.

## **Your complaint should include as much of the following as possible:**

- Name and address of the facility/residence involved
- Your name, address, phone number, and relation to the consumer (if other than the consumer)
- Name of the consumer on whose behalf the complaint is made (if other than the consumer)
- Date(s) and time(s) of incidents
- Specific complaints
- Names of witnesses (including other health care providers, such as hospital personnel)
- Names of staff, if relevant to the complaint
- Records that should be examined

## **I've Made a Complaint — What Happens Next?**

The Director of Compliance and Risk Management, in conjunction with the Director of Operations and other applicable staff, must initiate an investigation as soon as possible but no later than two (2) weeks from receipt of the complaint. If the complaint involves a threat of imminent danger of death or serious bodily harm, the Director of Operations and/or the Director of Compliance and Risk Management must investigate onsite within 24 hours of receipt of the complaint and/or grievance. *\* If this is the case, seek immediate emergency assistance as appropriate.*

### **What are my rights with regard to filing a Complaint?**

- ❑ **You have the right to be free from retaliation for a complaint.**
- ❑ **You have the right to a response.** Within two (2) weeks of the receipt of the complaint, the Director of Operations and/or the Director of Compliance and Risk Management must complete the investigation and notify you of the findings. Communication to consumers will be in their usual mode of communication to ensure understandability of the findings.
- ❑ **You have the right to file your complaint outside of Tangram, Inc.** You may notify your Case Manager, BQIS Representative or BDDS Office at any time during the complaint process. You may reach the BQIS Complaint Hotline toll-free at 1-866-296-8322. As well, the Indiana Protection and Advocacy Services Department may be of assistance (1-800-622-4845, ext. 234). With regard to discrimination in transportation, you may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

### **What are the rights of Tangram with regard to investigating my Complaint?**

- ❑ **Tangram has the right to interview individuals regarding the complaint.** It may be necessary for the Tangram employee investigating your complaint to interview witnesses or other individuals, take statements, and discuss options for resolution with applicable staff member.
- ❑ **Tangram has the right to visit client homes.** The Director of Operations and/or the Director of Compliance and Risk Management may visit client homes during the investigation process in order to conduct interviews, obtain statements and analyze other circumstances surrounding your complaint when given permission by you or your guardian.
- ❑ **Tangram has the right to request and review documentation.** It may be necessary for the Director of Compliance and Risk Management, the Director of Operations, or other applicable management staff to request documentation related to your complaint and to review certain documentation in order to complete a thorough investigation. You have the right to refuse to provide certain documentation to which Tangram may not otherwise have access. Tangram will work to complete as thorough of an investigation as is possible when information may be withheld.

### **What responsibilities do I have with regard to filing my Complaint?**

- ❑ **Tangram encourages you to be as specific as possible in your reporting.** The more details we have regarding your complaint, the more thorough our investigation efforts will be.
- ❑ **Tangram encourages you to report your concerns in a timely manner.** This allows for the effective gathering of information and the accuracy of information obtained during investigations. It also allows us to respond to your concerns quickly and efficiently.

### **What responsibilities does Tangram have with regard to investigating my Complaint?**

- ❑ **Tangram will manage all protected health information (PHI) in accordance with the Health Insurance Portability and Accountability Act (HIPAA).** The privacy of your health information is important to us. We will handle your PHI in accordance with agency policies and procedures and all applicable state and federal laws.
- ❑ **Tangram will make an effort to resolve your concerns, when possible.** The Director of Compliance and Risk Management and/or the Director of Operations will work with other staff and consumers to attempt to address your questions and concerns as effectively as possible.
- ❑ **Tangram will utilize adequate timeframes that will result in timely decisions.**

### **What If I'm dissatisfied with the findings?**

If you are dissatisfied with the findings, you have the right to a conference with the President/CEO of Tangram, Inc. To request the conference, simply notify the Director of Operations and/or the Director of Compliance and Risk Management of your dissatisfaction and desire to appeal. The conference should be scheduled within two (2) weeks. Within two (2) weeks after the informal conference, the Director of Operations and/or the Director of Compliance and Risk Management will notify you of the final determinations.

### **What If I'm Dissatisfied with the Results of the Informal Conference?**

If you are dissatisfied with the results of the informal conference, you have the right to appeal to your Case Manager, BQIS Representative, BDDS Office, or other external agency at any time during the complaint process.