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Communities Connected for Kids

Title		Number	
Inquiries, Complaints, Grievance and Appeal Process for Clients and Providers		810	
Department: Quality Management	**Owner** Director of Quality Management	**Regulatory Authority/ Related Policies:**	**Attachments:** Attachment A
Effective Date: March 2023	**Last Revision:** March 2026	**Review Date:** March 2026	

Purpose: Communities Connected for Kids will encourage children, families, and community stakeholders to make inquiries, share concerns, and register complaints in order to continuously improve the quality of services. Communities Connected for Kids will ensure a prompt and appropriate response to all inquiries, complaints and concerns that are received verbally or in writing through the online and/or in-house office suggestion boxes, DCF website, and the CCKids Compliance Hotline at 1-855-662-7233 - Company ID - 5733737145.

Policy:

Inquiries:

An "inquiry" is defined as an issue raised that requires clarification or attention but which may not indicate dissatisfaction with services. Client inquiries may be made of any employee, at any level, within the organization. The employee will seek to resolve the concern quickly and efficiently to the satisfaction of the inquirer. The inquiry will be routed either electronically, in writing or verbally through the Chief Executive Officer or designee to the Quality Management Department for follow up by a Quality Management Specialist.

If needed, the Quality Management Specialist will investigate the inquiry to determine what occurred, making a preliminary assessment about what action is required. The Quality Management Specialist will seek to resolve the concern or problem expressed, making reasonable efforts to obtain resolution as requested by the inquirer. Resolution of the concern or problem will occur in no more than three (3) business days from the date the inquiry was received. The results will be forwarded to all relevant parties.

If satisfactory resolution of the inquiry cannot be obtained within three (3) business days, the inquirer will be offered an opportunity to follow Communities Connected for Kids grievance procedure in an effort to reach satisfactory resolution.

The Quality Management Department will report inquiry data trends on a quarterly basis to the Senior Management Team and the CQI QA Sub-committee. Data reports include the number of inquiries, average time from inquiry to resolution, and number of inquiries referred as grievances.

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Complaints:

Communities Connected for Kids defines a complaint as dissatisfaction with a case-specific issue or service delivery issue, which is received verbally or in writing and for which a response is requested. Complaints are handled through the Communities Connected for Kids Chief Executive Officer (CEO) and Quality Management Department. Quality Management assists the CEO and provides a point of contact for individuals wishing to file a complaint. Complaints are answered by the CEO and/or QM staff during regular business hours or the next business day if received during non-working hours. The CEO along with the QM staff ensure that complaint polices are explained to the individual filing a complaint and that the policies and procedures are followed.

Within one business day of receipt of the complaint/concern, the designated QM staff member will begin to gather information based on the complaint. If additional information is needed, the QM staff member may contact the individual who made the complaint to obtain additional information.

When identifying information is available, confirmation of receiving the complaint to the complainant is made. This confirmation informs the complainant that Communities Connected for Kids is investigating the complaint/concern.

All complaints raised will be resolved within 3-5 days or the reason for delay in resolution will be noted. Once a complaint has been assigned for investigating, the Quality Management department is responsible for monitoring and tracking the complaint resolution to ensure timeliness is met.

If any complaint remains unresolved, the issue is referred to the Communities Connected for Kids Quality Management Director, and the person issuing the complaint will be advised of further grievance and appeals procedures.

Grievance & Appeals Resolution Process:

It is the policy of Communities Connected for Kids to respond to all grievances and appeals in a manner that is respectful of individual clients, providers, and others who file a grievance. The below language is included in all contracts with service providers. The grievance and appeals process promotes fair, non-intimidating, and timely resolution.

Grievance and appeals process for Clients:

The Case Manager will explain the grievance and appeals process to the child and family at the initial contact. Grievance and appeals form (Attachment A) are included in the consumer guide and/or on the intranet that will be provided at initial contact. The following procedure will be followed when a child/youth or a parent files a grievance:

a) In the event that a difference of opinion or conflict occurs, the dissatisfied person(s) is encouraged to bring the specific issue to the attention of the case manager in the context of an inquiry. The forum for this dialogue is informal and the results are documented in the appropriate file. Documentation includes the circumstances surrounding the issue and resolution/status.
b) If the concerns are not resolved at the inquiry or complaint level, the case manager will provide the person(s) with the name of his/her supervisor so that the person(s) may speak with them regarding the concern/complaint. This process should move up the chain of command within the case management agency until the issue is resolved.
c) If the management personnel within the case management agency cannot resolve the issue, the CMA shall request a meeting with Communities Connected for Kids management and the complainant to discuss the outstanding issue.

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d) Final authority to resolve disagreements, if necessary, rests with the Communities Connected for Kids CEO. If needed, all data collected will be forwarded to the CEO for final review. The agency designee will notify the person(s) served of the final decision which will be given no later than five (5) days after the CEO receives the request for review.

Grievances (Dispute) or Appeals Made By CMAs or Providers:

All Communities Connected for Kids contracts for services require providers to follow Communities Connected for Kids grievance and appeals procedures. If a contracted provider wishes to file a request for a dispute resolution, a summary of the process is outlined below:

1. In the event that a difference of opinion or conflict occurs, the dissatisfied provider shall notice the specific issue in writing to the attention of the Communities Connected for Kids Contract Manager. Should the Contract Manager be a party to the conflict, the provider shall submit the notice to the Communities Connected for Kids Director of Contract Management. The written notice of a need for dispute resolution shall identify a representative for the aggrieved provider.
2. In the event that the dispute involves a party other than Communities Connected for Kids, the contract manager will contact the identified third party to obtain their designated representative.
3. Within five business days of receipt of the designated representative of all relevant parties, the representatives will conduct a face-to-face meeting (or telephonic if mutually agreed) to resolve the disagreement.
4. If the Communities Connected for Kids Contract Management department cannot resolve the dispute, the issue will be referred to the Communities Connected for Kids Chief Operating Officer for further discussion.
5. If the Communities Connected for Kids Chief Operating Officer and the provider(s) cannot resolve the issue within ten (10) business days, the matter will be referred to the Communities Connected for Kids Chief Executive Officer for final resolution.
6. Final authority to resolve disagreements, if necessary, rests with the Communities Connected for Kids Chief Executive Officer. If needed, all data collected will be forwarded to the Chief Executive Officer for final review. The Communities Connected for Kids Director of Contract Management will notify the provider(s) of the final decision which will be given no later than five (5) days after the Chief Executive Officer receives the request for review.

Review of all Complaints and Grievances

All complaints related to CCKids will be directed and/or assigned to the department directors by the CEO, Director of Quality Management and/or designee for resolution.

On an ongoing basis, Communities Connected for Kids Quality Management Director reviews all complaints and grievances filed within the quarter. Results are included in the quarterly Risk Management Report. Some areas that may be reported on are timeliness of resolution, corrective actions taken, and customer satisfaction with the resolution is evaluated.

Approved by:

DocuSigned by:
Carol DeLoach
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Carol DeLoach, CEO

Communities Connected *for* Kids

Client Grievance/Appeal Form

Please provide the following:

1) Name of the Caseworker, Supervisor etc. involved, if applicable:

2) Date of the Grievance:

3) Nature of the grievance, dispute or dissatisfaction: (please attach additional sheets if necessary)

4) Whom have you spoken with to bring your grievance to a resolution?

5) Desired outcome:

6) Your contact information: Name, Address Phone Number