



MOVING FORWARD TOGETHER

Grievance Policy

I. Purpose

Connected Families NH, a Care Management Entity (CME) and provider of FAST FORWARD and Transitional Residential - Enhanced Care Coordination (TR-ECC) services believes the individuals and families we serve have the right to receive respectful and responsive services in a safe environment. To ensure this for our children, youth and/or their representatives, we are committed to providing a way for complaints to be made and resolved.

A grievance is a complaint that can be made about something the children, youth and/or their representatives does not like. It may be a complaint about the rules, the people they have had contact with or the environment in which they were served.

The Grievance Policy will be posted in the Connected Families NH offices/worksites and will be posted on our agency website.

It is against Connected Families NH, policies for clients filing a grievance to be criticized, mistreated or threatened by staff.

II. Procedure

If the children, youth and/or their representatives have a problem or complaint the following steps should be taken:

Step 1. The children, youth and/or their representatives should talk to the staff person they have the problem or complaint with as a means to try to resolve concerns (if comfortable to do so). Also, the staff person will inform their supervisor about the grievance immediately.

Step 2. If the staff person and/or the supervisor were not able to help resolve the problem or complaint, the children, youth and/or their representatives may contact the Regional Manager. The Regional Manager will respond to the client verbally or in writing within five (5) days.

Step 3. If the Program Manager was not able to resolve the problem or complaint, the client may submit a written email or verbal grievance to the Director, Dennis Calcutt by phone 603-313-5295 or by email: dcalcutt@co.cheshire.nh.us

Client Date: _____

Parent/Guardian/Representative Signature Date: _____

Connected Families NH Coordinator Signature Date: _____