

Policy:

It is the policy of Mid-Missouri Supported Living, LLC, to ensure a process for filing consumer complaints and grievances from individuals supported and /or their parents and guardians in order to provide guidance for receiving, considering and resolving consumer complaints and grievances filed with the agency.

All complaints and grievances shall be heard promptly, investigated appropriately, and where possible, resolved informally. No individual supported by Mid-Missouri Supported Living, LLC, shall be retaliated against or be denied services for filing a complaint or grievance. A review of formal complaints, grievances and appeals can give the organization valuable information to facilitate change that results in better customer service and results for the individual supported.

Procedure:

I. The individual supported and/or their parents and guardians may file a complaint at any time if they believe that their rights have been violated, abuse or neglect has taken place, and/or to voice general concerns regarding the services Mid-Missouri Supported Living, LLC provides.

II. Mid-Missouri Supported Living, LLC’s Owner or CEO will initially review all written complaints/grievances and determine a resolution/disposition of a complaint. Complaints shall be categorized within one of three categories:

- 1. **Information** - An informational report of dissatisfaction which may include but not limited to: violation of a DMH standard or Mid-Missouri Supported Living, LLC’s policy, contract provision, rule or statute, a practice or service is below customary business or medical practice, lack of professionalism or quality service, etc.
- 2. **Grievance** - Individual Supported reporting a violation of client rights per 630.110.1.
- 3. **Suspicion/Allegation of Abuse & Neglect** - Neglect, misuse of funds/property, physical abuse, sexual abuse, or verbal abuse has occurred as defined in 9 CSR 10-5.200.

III. Abuse/Neglect or Rights Violations

- 1. If Mid-Missouri Supported Living, LLC’s Owner or CEO finds evidence of abuse or neglect, or evidence of a violation of client’s rights on the part of a Mid-Missouri Supported Living, LLC’s employee when reviewing a grievance, the agency will immediately report these findings per the relevant state statutes/Division Directives and steps shall be taken to ensure client safety, if necessary.
- 2. Complaints regarding human rights violations by Mid-Missouri Supported Living, LLC’s staff may be made within this process or can be made with the Dept. of Mental Health using the contact information below.

Anonymous complaints may also be made to the Dept. of Mental Health, using the same contact information below.

**Client Rights Monitor
Department of Mental Health
P.O. Box 687
Jefferson City, MO 65102
1-800-364-9687**

IV. Dissatisfaction with Services

In the case of “informational” grievances including dissatisfaction with Mid-Missouri Supported Living, LLC’s services, the following steps shall be taken:

