

CONTACT

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HOPE ENTERPRISES INC.
CORPORATE COMPLIANCE
HELP-LINE
1-570-326-3745 EXT: HELP
(x4357)
HELP@hopeability.org

We can assist with...

- COMPLAINTS
- GRIEVANCES
- SAFETY ISSUES
- SECURITY MATTERS
- POLICY & PROCEDURES
- INCIDENT MANAGEMENT
- FALSIFICATION OF RECORDS, REPORTS, OR DOCUMENTS
- SUSPICIOUS CIRCUMSTANCES
- THEFT, FRAUD, ABUSE, NEGLIGENCE, MISUSE, OR OTHER UNLAWFUL ACTIVITIES
- HIPPA



2401 Reach Road
Williamsport, PA 7701
www.HopeAbility.org



GRIEVANCE POLICY & PROCEDURE

HOPE'S MISSION

Enhancing the lives of people with intellectual disabilities by providing them with caring supports and responsive services.

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NOTIFICATION

Hope Enterprises, Inc. (Hope) strives to be fair, equitable, and consistent in the implementation of all program policies and procedures.

Hope recognizes that Individuals must be given the opportunity to express dissatisfaction with a provision of a service through a formal procedure.

This brochure serves as notification of your right to submit a tip, complaint, or formal grievance.

COMPLAINTS

A tip is information that can be submitted by individuals who wish remain anonymous and have information on situations that may be in conflict with company values, policies, procedures or matter of law.

A complaint is a statement that a situation is unsatisfactory or unacceptable.

A grievance is a formal written expression of dissatisfaction with the provision of service or delivery of service.

The HOPE Corporate Compliance Dept. takes all reports seriously and shall investigate and expeditiously resolve each matter fairly and judiciously in accordance with law.

PARTICIPANT INSTRUCTIONS GRIEVANCE PROCEDURES

1. The person with a concern should approach the program staff regarding the issue and attempt to reach an immediate resolution.
2. If the complaint is program specific, the person should proceed directly to the program supervisor, or next level of management within Hope.
3. If the complaint remains unresolved, it can be communicated to the Vice President of Corporate Compliance, in a formal written grievance.
 - a. Within five days of receipt, contact will be made with the person to discuss the grievance.
 - b. A written response will be provided within twenty-one working days.

If the person filing the grievance is not satisfied with the outcome, they may contact the Vice President of Corporate Compliance, who will notify the President that there is a level of dissatisfaction present.

- a. A response plan will be formulated at that time determining the next course of action and administrative involvement.

POLICY

1. Hope will document, respond to and seek resolution of participant grievances within five working days.
2. All information regarding an Individual grievance will be kept confidential.
3. Hope will provide instruction regarding grievance procedures, including how to seek help in filing a grievance.
4. This procedure will be given to participants upon admission and annually thereafter.
5. Hope's administration will review grievances. A quarterly and annual summary report will be maintained through the Quality Management Plan.
6. A copy of Hope's Individual Grievance Policy, will be provided to the Office of Developmental Programs (ODP) or ODP's designee, upon request.