



## Developmental Services Grievances Policy

Date of Origin: March 30, 2018

Modification Date(s): 2/20/19

Date of Last Review: 3/12/19

### **I. Purpose**

To document the policies regarding adult clients who receive developmental services and wish to file a grievance.

### **II. Policy**

It is the policy of the agency to follow through with any requirements that are put forth by the Office of Aging and Disabilities regarding the developmental services grievance process (see 14-197 CMR 8).

Additionally, a client may submit, in writing, a complaint directly to UCP to Scott Tash, CEO at 700 Mount Hope Ave Suite 320 Bangor, Maine 04401.

### **III. Procedure**

Upon receipt of a grievance by UCP, if the grievance is with UCP, UCP will send the client the agency Grievance Letter as well as following procedures in accordance with 14-197 CMR 8.

If the grievance is with a third party, the Adult Case Manager will follow the procedures in accordance with 14-197 CMR 8.

  
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Scott Tash, CEO

3-13-19  
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Date