



## **Waiver Home Grievance Policy**

Date of Origin: 5/2019

Modification Date(s): 8/2021

Date of Last Review: 11/12/24

### **I. Purpose**

To implement a process whereby any member of the program has the ability and access to file a grievance.

### **II. Policy**

The waiver program will follow the UCP of Maine Developmental Service Grievance Policy for member grievances. The program will take additional steps beyond this policy to ensure member has access to file a grievance.

### **III. Procedure**

The UCP of Maine Developmental Service Grievance Policy will be available in the setting for member to access.

The home will maintain a posted list of agents and their contact list in the event a member wants to file a complaint. This list will include Licensing, DRM, OADS, Ombudsman, and will include contact for filing a UCP Grievance.

In the event a member is unable to submit in writing a grievance, staff will support the member to draft a grievance notification and submit it.

  
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Scott Tash, CEO

  
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Date