

**Families United Network, Inc./FUN Academy LLC/Liberty Manor  
Administrative Policy Manual**

**Policy: Client Grievances**

**Date Issued: July 2005**

**Date Revised: December 2013, January 2019**

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(\*This policy combined all prior policies presiding Dec 2018)

## **I. Policy**

A client placed with Families United Network, Inc. in the residential program, placed in foster care, a client's legal family member, a resource parent, an adoptive client, a client or client family of FUN Academy, and a client or responsible parties receiving services from Liberty Manor may file a grievance regarding treatment by staff, aspects of the treatment program, privacy and/or confidentiality concerns, living or environmental conditions, violations of specific client rights, discipline, nutritional meals, prejudice pertaining to race, religion or national origin, or any other matter that relates to the clients involvement with the agency or staff. Grievances may also be filed if they believe that compliance with any regulatory body or state or federal laws have been violated. Grievances may be filed without fear of retaliation.

Any birth parent or prospective adoptive parent may file a grievance regarding treatment by agency staff and/or agency supervised providers when he or she believes that compliance with Hague Convention on Intercountry Adoption (Convention), Intercountry Adoption Act of 2000 (IAA), State Wide Permanency and Adoption Network, (SWAN), state or federal laws have been violated.

Any participant or responsible party receiving services from Liberty Manor may file a grievance regarding treatment by agency staff when he or she believes compliance with state or federal laws have been violated by contact

## **II. Procedure**

- A. All participants in the programs with Families United Network, Inc., FUN Academy, and Liberty Manor are provided a handbook during the intake, placement, or application meeting, outlining the grievance procedure. All clients and legal family members age 5 and older within the residential program or foster care program, all guardians of clients served within FUN Academy, and responsible parties of clients served within Liberty Manor are asked to sign the appropriate documentation indicating receipt of the handbook indicating that they have received, reviewed and understand the grievance policy and procedure as explained in the handbook. The signature acknowledging receipt of the grievance procedure is maintained in the client/participants file. Grievance procedures are posted throughout all residential facilities and easily accessible for reference. The Grievance procedures are also posted on the agency website for access to all other clients and responsible parties.
- B. To file a grievance, an individual must complete the five sections of the Grievance or Appeal Notification Form and submit it to one of the following; Families United

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Network employee, FUN Academy employee, or Liberty Manor employee. For those clients served within the residential or foster care program a notification form may also be submitted to one of the following: county caseworker, juvenile probation officer, mental health caseworker, Guardian ad Litem, attorney or court appointed special advocate (CASA worker). For those clients served by Liberty Manor a notification form may also be submitted to the Long Term Care Ombudsman and or submitted anonymously. The party receiving the grievance notification form shall submit the grievance to the agency level 1 designee serving the client, or program participant immediately. After initial review, the agency designee will acknowledge receipt of the grievance by completing the Grievance or Appeal Receipt form and providing it to the filing party within 2 business days of receiving the grievance.

- C. Within 2 business days, the agency level 1 designee who received the notification form will review the complaint and investigate the incident. Interviews will be conducted with any third parties persons who witnessed the event. A summary of findings will be documented in the case file. This level of review must also include at least one person who the grievance is not in reference to. In the event the grievance is against the level 1 designee, the notification is immediately moved up to the level 2 designee.
- D. Based on the written summaries and interviews with all involved parties, the agency designee will make a determination within seven business days of receipt of the formal grievance.
- E. No later than 7 business days after receipt of the formal grievance the agency designee will notify the filing party of the outcome by providing them with the completed Grievance or Appeal Decision form. A copy of the completed Grievance or Appeal Decision form is provided to all the individuals the person filing the grievance chose to receive a copy of their Grievance or Appeal Notification Form. A written copy of the decision will be placed in the client/participants file at the time it is completed. A separate file of all grievances and their investigated outcome will be maintained in a separate file by the Director of Special Services.
- F. If the filing party is dissatisfied with the outcome, he/she may complete and submit a Grievance or Appeal Form to the agency level 2 designee. The agency will again acknowledge receipt of the appeal using the Grievance or Appeal Receipt and providing the completed form to the filing party within 2 business days of receiving it. The agency level 2 designee will review the original written summaries and conduct further interviews if indicated. The agency level 2 designee will render a decision within seven business days of receipt of the appeal and notify the filing party

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via the Grievance or Appeal Decision form. A copy of the completed Grievance or Appeal Decision form is provided to all the individuals selected to receive a copy of their Grievance or Appeal Notification Form.

- G. If the filing party is dissatisfied with the decision of the agency level 2 designee, a final appeal may be made to the Chief Executive Officer/Manager; level 3 designee using the Grievance or Appeal Form. All agency previous agency designee's will present the case to the CEO/Manager. The CEO/Manager makes the final ruling and gives a final written determination in the Grievance or Appeal Decision form. That determination is provided to the filing party within seven business days of receipt of the formal appeal. A copy of the completed Grievance or Appeal Decision form is provided to all the individuals the family chose to receive a copy of their Grievance or Appeal Notification Form.
- H. All Grievance decisions are reviewed quarterly by the agency administrative team (SAM) and or by the advisory committee.
- I. The order of appeal for each program includes:

	Ashler Manor White Rose Arborvale	Foster Care Programs	SWAN Adoption Programs	D&A Private Adoption	FUN Academy	Liberty Manor
Level 1	Supervisor or Assistant Director	Supervisor or Director	Supervisor or Director	Supervisor	Director of Center	Director of Liberty Manor
Level 2	Director	Executive Director	Executive Director	Executive Director	Director of Operations	CEO
Level 3	CEO	CEO	CEO	CEO	Manager	CEO

**III. International Adoption Compliant Information:**

If a family has a complaint about an accredited/approved agency or person providing adoption services in accordance with the Hague Convention and it involves the Hague Convention, the Inter-country Adoption Act, the Federal regulations (22 CFR 96, 97, 98), and or a Hague Convention adoption case; complaints can be made by accessing the US Department of State website (listed below). Download the available form and submit to the U.S. Central Authority, U.S. Department of State, 2201 C Street, NW Washington, DC 20520; 202-736-9080.

<http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx>.

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**IV. Liberty Manor Additional Compliant Notification**

Participants and responsible parties may file a grievance if they feel a state or federal law has been violated by contacted the local Long Term Care Ombudsman. At the PA Dept of Aging, 555 Walnut St, 5<sup>th</sup> Fl, PA Box 1089, Harrisburg A 17101; 71-783-7096 This contact information is also posted within the Liberty Manor program.

Participants and responsible parties may also file a grievance anonymously by sending the notification form to CEO/Manager Dave Spring, 276 Ashler Manor Dr, Muncy PA 17756; 570-546-6777.

The following information must be collected on the Grievance and Appeal Notification Form: Participant's name, Nature of Complaint, and Date of Compliant. Actions to Resolve Complaints, and Participant's Satisfaction will be found in the Grievance and Appeal Decision Form.

**V. Regulation**

COA Client Rights  
Foster Care, Adoption and Residential Services Act 119  
Liberty Manor 55 PA Code Chapter 52.18  
Liberty Manor Department of Aging 11.20

**VI. Authorization**



\_\_\_\_\_  
Executive Director

1/7/19  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Executive Officer/Manager

\_\_\_\_\_  
Date