

Pathways to Wellness Consumer Grievance Procedure

Pathways to Wellness commits to the provision of professional, caring treatment of all of our clients. We are privileged to provide this service to you and request your input on any/all aspects of our organization. You and your input strengthen our agency and our long-term stability. You are the reason we exist and your concerns are our concerns. Help us help you.

As a client of Pathways you are entitled to:

- Be treated with respect, courtesy and dignity
- Receive services without discrimination based on your race, gender identification, religion, sexual orientation, age, disability
- Copies of any/all policies and procedures that impact your treatment
- Timely accommodation of specific treatment requests that are within the power of the agency to grant
- Complete and total confidentiality
- Access to your treatment records
- Grieve an issue or problem you have with the agency, its services, staff and/or volunteers
- Apply for membership on the Client Advisory Board

As a client of Pathways, we ask that you:

- Provide information needed by the agency in order to properly provide services
- Provide insurance information and financial information upon intake
- Provide release of information if requested
- Notify the agency of issues or problems when they occur to help us better serve you

Grievance Procedure

Pathways developed a grievance procedure that provides an orderly process for problem solving and that will allow us to determine **what** is right, not **who** is right. The procedure is designed to insure that each individual's point of view is given full consideration, and that the best interests of both the client and the agency are served.

The first step is an open discussion between parties. To that end, Pathways encourages you to raise ideas, recommendations and concerns with your practitioner or with reception staff on an informal basis whenever needed. If a concern is not resolved to your satisfaction within one week, you may put the grievance into writing and submit it to the Executive Director.

The Executive Director or Board designated individual will research the issue and facilitate the grievance session. Interviews with all named parties will be held and the Executive Director will act to ensure an open and free dialogue, protect confidentiality and prevent retaliation. Resolution of the issue must be made within 30 days of official filing and copies of the resolution will be given to all named parties.

You may appeal the resolution as determined by the Executive Director to the chair of the Board and, if not satisfied with this resolution, may ask for external mediation. External mediation is considered binding. Your signature on the resolution at any stage in the process indicates acceptance of the resolution and is considered binding.

Pathways will strive to empower all consumers and to ensure that the rights of the individual to a prompt and equitable resolution are not jeopardized.