



IPMG Grievance Procedure

It is the policy of IPMG to protect and promote the rights of individuals with disabilities, to ensure that they are provided with humane care and protection from harm, and to ensure that the services they receive are in accordance with established standards of practice, as well as with the provisions of the Individual's support plans. That policy mandates, in part, that the IPMG Grievance Procedure, IPMG Individual Rights, and IPMG Handbook for Individuals Served, which notes individual and/or guardian responsibilities will be provided to each individual and/or legal representative at the time of initiation of services and at least annually, by the case manager, in writing and in the individual's usual mode of communication. IPMG's Individuals Rights and individual and/or guardian responsibilities, as noted in the Handbook for Individuals Served, are based on the Bureau of Development Disabilities (BDS) policy "Individual/Guardian Responsibilities While Receiving Waiver Funded Services". In addition, IPMG case managers themselves will comply with the "Case Management Code of Ethics" and any standards established by the Division of Disability, Aging, and Rehabilitative Services (DDARS) and IPMG, for the provision of case management services.

An individual served or other reporter has the right to file a complaint at any time with IPMG, and to expect a complete, unbiased and thorough review of all pertinent information regarding the issue brought forth for complaint. The filing of such complaint will not result in retaliation or barriers to services by IPMG or any representative of IPMG. Complaints can be filed in person, via email, postal mail, phone, or through the IPMG website. They may be filed directly with the individual's case manager, with IPMG's Customer Service Department, or anonymously via the IPMG website. If the complaint is filed with IPMG the contact information is as follows:

IPMG

Attn: Customer Service
3000 Kent Ave., Suite 225
West Lafayette, IN 47906

Customer Service Phone Contact: 866-672-4764
Customer Service E-Mail Contact: customerservice@gotoipmg.com
IPMG Website: gotoipmg.com

For crises that occur outside of usual business hours, and immediate case management attention is sought, the Crisis Line is available at 800-878-9133.

Complaints received will be investigated in a timely manner by the appropriate IPMG staff. This investigation can include but is not limited to: a discussion with the complaint reporter and all involved persons; a review of the related individual's records in the State record management

3000 Kent Ave, Suite 2502, West Lafayette, IN 47906



system; and, a review of all email correspondences between IPMG staff and parties pertinent to the complaint received. Determination of findings will be returned to the reporter upon completion of the investigation, within specifically designated time frames, and explained in the individual's usual mode of communication. Additionally, for some complaints, reviews by external entities will be sought as appropriate. Those entities can include the Bureau of Disabilities Services (BDS), Adult Protective Services (APS), and Child Protective Services (CPS).

1. **Rights Violation:** Upon receipt of a complaint of a rights violation from an individual or a reporter acting on an individual's behalf, the case manager or other appropriate IPMG staff will conduct an investigation and provide the individual and reporter with a determination of findings within two weeks of the date of receipt of the complaint. That determination is to be explained in the individual's usual mode of communication.
2. **Reportable Incident:** If an allegation of abuse, neglect, exploitation, mistreatment or other incident of a reportable nature is brought to IPMG's attention, the case manager will take all necessary steps to ensure the safety of the individual. The Case Manager will ensure that an Incident Report is filed with BDS within 24 hours of the report having been received and will file all needed follow-up reports at a minimum of seven day intervals. The case manager will conduct or participate in an investigation as needed and notify APS and/or CPS to provide an additional level of oversight should the incident be of the nature that requires their intervention. When the case has been considered resolved by BDS, the case manager will let the reporter and individual know of the final resolution in the individual's usual mode of communication.
3. **Systemic Issues:** Upon receipt of information regarding ongoing, systemic behaviors on the part of a provider of service that are not in accordance with established standards of practice, the case manager will: first attempt to resolve the issue verbally with the provider in question; if no resolution is made, put the issue in writing to the provider; if still no resolution is achieved, bring the issue to the attention of the BDS local representative to assist: and, file an Incident Report if the issue is not resolved. Upon resolution, the IPMG staff involved with the individual will communicate the determination in the individual's usual mode of communication.
4. **Conflict Resolution:** Upon determination that the members of the Individual's Support Team cannot come to a mutually satisfactory decision regarding support of an individual, the case manager will call upon the local BDS representative to mediate for that issue. When presented with receipt of the final decision by the BDS office, the IPMG staff involved with the individual will communicate the determination in the individual's usual mode of communication.
5. **Complaint Against IPMG Staff:** Upon receipt of a complaint regarding an issue related to the provision of case management service, an IPMG representative other than the case manager will investigate and provide the individual and reporter with a determination of the findings within two weeks of the date of receipt of the complaint. The determination is to be provided in the individual's usual mode of communication. Should an Incident Report be deemed an appropriate follow up to the complaint, the resolution will be



My company... Your company... Our company! 100% Employee-Owned!

reported upon receipt of that resolution from BDS. Please note that while we take all complaints seriously and conduct a thorough review, we are unable to share any employment-related actions or specific personnel decisions taken as a result of this process. This is to protect the privacy and confidentiality of all employees involved. Rest assured that appropriate steps are taken in accordance with company policy and applicable laws.

Reviews will be first resolved by the appropriate parties identified above for each type of complaint or concern received. Requests for reconsideration of the determination of findings will be escalated to the Department Director of the staff identified in the complaint or concern received.

Determination of those findings will be communicated to the individual within 2 weeks of receipt of the request for reconsideration, in the individual's usual mode of communication.

Lastly, a review of all formal complaints received will be conducted no less than annually by IPMG and the information used to determine trends, areas needing improvement, and actions to be taken toward systemic resolutions.