



Harris County Public Health

Ryan White Grant Administration

Policy and Procedures for the Pre-Investigative Complaint/Grievance Process

REVISED DATE: 08/15/16

POLICY:

The Ryan White Grant Administration (RWGA) Quality Analyst Team will conduct investigations of allegations brought against Ryan White Part A funded agencies. Types of allegations that will be investigated include, but are not limited to, violations of client rights, inappropriate client services that adversely affect the welfare or well being of a client and complaints or concerns involving a agency's non-compliance with Ryan White Part A contractual requirements.

PROCEDURES:

PRE-INVESTIGATIVE PROCESS

- A. All clients bringing allegations will first be referred to the agency's complaint/grievance process. If a client has gone through the agency's complaint/grievance process and is not satisfied with the agency's resolution, he or she can then submit a written complaint to the Quality Analyst Team for review. If the client is unable to submit the complaint in writing, he or she may submit a claim verbally to the Quality Analyst.
- B. Allegations involving the above situations, whether made by telephone, mail or in person, will be handled by the designated Quality Analyst. The process will be as follows:

By Telephone

- The complaint and grievance hotlines will be checked 4 times daily (8am, 10am, 2pm, and 4pm) during regular business hours.
- The Quality Analyst will attempt to contact each caller within 24 hours or one (1) business day to answer any questions the client may have, as well as provide him or her with the procedures for filing a formal complaint.
- All telephone calls will be documented on the Complaint Tracking log.
- The Complaint Log will be kept with the Quality Analyst during their 2 week rotation, while in office or in the field (i.e. at a site visit).
- If the Quality Analyst staff are on Leave simultaneously, the Complaint Line will be monitored by designated staff.

- All complaints will be documented on the Initial Contact Form and filed within 24 business hours of contact.
- All attempts to engage and/or resolve the complaint will be documented on a progress note that will be attached to the Initial Contact and Follow-up Outcome forms.
- The Quality Analyst will record the findings and case status on the Follow-up Outcome Form.
- The Quality Analyst will complete and file the Complaint/Grievance Follow-up Outcome Form no later than 72 business hours from the last date of case contact.

By Mail

- The RWGA administrative secretary will forward all complaint correspondences received by mail to the Quality Assurance Coordinator, who will assign the Quality Analyst monitoring the complaint hotline to follow-up.
- The Quality Analyst will phone the client within 24 hours or one (1) business day of receipt of the written complaint and explain the procedures for the formal investigation.

Walk Ins

- If a client presents at the Ryan White Grant Administration office to file a verbal complaint, he or she will be directed to speak to a Quality Analyst.
- If all Quality Analysts are in the field, the Manager or designee will meet with the client.

The Quality Analysts will use the forms below as part of the Pre-investigative process:

- Telephone Tracking Log Form (Form A)
- Client Complaint Form (Form B)
- Inter-Agency Complaint or Request for Service Contact Form (Form C)
- Complaint/Grievance Follow-up Outcome Form (Form D)
- RWGA Complaints & Grievances Poster/Flyer – English (Form I)
- RWGA Complaints & Grievances Poster/Flyer – Spanish (Form II)

MONTHLY/QUARTERLY REPORTS:

The Quality Analyst will generate quarterly reports regarding all complaints/grievances received by the Quality Analyst Team. These summary reports will not reveal the identity of the clients. All complaints/grievances will be monitored to ensure that the initial client contact was completed within 24 hours or one (1) business day of receipt of the complaint/grievance. The reports will be reviewed by the Quality Assurance

Coordinator and a copy sent to the RWGA Manager and Grants Management Project Coordinator.

ANNUAL REPORTS:

The Quality Analyst will generate an annual report regarding all complaints/grievances received by the Quality Analyst Team. This report will not reveal the identity of the clients. This report will be reviewed by the Quality Assurance Coordinator and a copy sent to the RWGA Manager and Grants Management Project Coordinator.

REFERRALS:

Allegations of situations outside the Ryan White Grant Administration purview will be referred to the most appropriate regulatory body. In the event that this situation should arise, the Quality Analyst will contact the individual making the allegation and inform him or her of the appropriate agency to contact.

Approved by Manager
HCPH - Ryan White Grant Administration

Date