

Consumer Dispute Resolution

If you have a concern, unanswered question, or complaint regarding your treatment or quality of care, you can exercise the right to file a grievance by following the steps listed here:



Step 1: Address the question, concern, complaint or grievance with the person perceived as the source of the confusion or conflict within ten (10) days of the event. Most conflicts will be resolved in this step. If not resolved by direct communication with the source or if you do not wish to discuss this with the person involved, you can move to the next step.

Step 2: You can contact the department director, explain the conflict and request the supervisor intervene as a conflict resolution mediator. The director will move the process to step 3, if the complaint is against supervisor. At this point you should prepare a written statement of the grievance. This should be signed by you and the supervisor/designee. If you need assistance writing the statement, please ask the supervisor to assist you in locating someone who will help. Upon receipt of the written grievance, the supervisor/designee will notify the compliance officer and provide a copy of the grievance. The supervisor will inform involved parties of the conflict, collect information, conduct investigation interviews, and help facilitate a mutually agreeable resolution. If you wish to appoint a representative as a spokesperson/advocate, the supervisor will attempt to accommodate wishes. The supervisor shall investigate the grievance and respond in

writing within a period that is not to exceed ten (10) business days. If you are not satisfied with the resolution in this step, please proceed to step 3.

Step 3: You may consult the department director, explain the conflict, and submit the written statement of the grievance and any resolution steps taken. You may request a meeting of all involved parties and solicit the assistance of the director/director/designee as a

mediator. A mutually agreed upon neutral party may also serve as a mediator. The department director/director/designee shall investigate the grievance and respond in writing within a period that is not to exceed fifteen (15) business days. If you are not satisfied with the resolution in this step, please proceed to step 4.

Step 4: If you have not received satisfactory resolution to your grievance or conflict please contact the executive director, explain the conflict, and submit all written documentation and the steps taken to resolve the conflict. The executive director shall further investigate the matter, meet with concerned parties, hear testimony relevant to the matter, formulate a conclusion and respond in writing to you within fifteen (15) business days of hearing of the conflict. Within the agency, the executive director's decision is final.

Step 5: If you are not satisfied with the decision of the executive director, you may contact the State of Alaska, Department of Health and Social Services and ask that the Division which specifically handles your services investigate your grievance.



Consumer Rights — and — Responsibilities

Frontier Community Services



The right to quality and respectful care regardless of gender, race, spiritual beliefs, social status or sexual preference, taking into account such things as cultural background, health status or special needs.

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Consumer Rights

- The right to quality and respectful care regardless of gender, race, spiritual beliefs, social status or sexual preference, taking into account such things as cultural background, health status or special needs.
- The right to confidential, including anonymity and considerate care, respecting privacy and dignity, in a safe non-threatening environment.
- The right to adequate information regarding all aspects of services provided or treatment available, in order to make informed choices regarding their care. The information should be easily understood and in an appropriate language.
- The right to consent, or to refuse treatment, or to refuse to participate in educational or research programs, including treatment by students.
- The right to decide who will be present at a consultation; for example an advocate, interpreter or a student.
- The right to request transfer to another employee member.



- The right to participate in decision making about their care, in line with a mutually agreed action plan.
- The right to make a complaint about the service or treatment received from FCS and expect that this complaint will be investigated appropriately and in confidence. Consumers will not be disadvantaged in receiving continuing service by making a complaint.
- The right to read their records in accordance with the FCS Privacy, Confidentiality and Freedom of Information Policy.

Consumer Responsibilities

FCS believes that consumers have responsibility for their own health and well-being as far as this is possible.

Promotion of a mutually acceptable partnership between consumers and service providers can be ensured if consumers are aware of their following responsibilities:



- To show consideration and respect and behave in a manner which does not cause undue disruption to employee and others that also receive services.
- To maintain confidentiality regarding information about other consumers or programs conducted by FCS.
- To provide complete and accurate information to the service provider in order to receive the best care. Consumers are expected to participate in service planning and the development of recommendations.
- To keep appointments or give notice as early as possible if unable to attend.
- To attempt to follow directions and advice offered by employee.
- To notify employee or the HR department if you feel your rights are being violated.
- To follow Frontier community Service's rules and regulations affecting your care and conduct.