



Grievance Policy Addendum

1. Scope

This policy applies to clients.

2. Terms and Definitions

Term	Definition

3. Policy Details

It is the policy of CANA- Center for Africans Now in America to ensure that our clients are treated with respect and that the services we provide meet the needs of the clients. We are committed to be providing immediate attention to complaint process for clients and their authorized or legal representatives to attend to grievances and have issues resolved in a timely manner. Please see the Grievance Policy and Procedures for detailed instruction regarding how to file a grievance.

4. Procedures

A. File a grievance compliant

B. Bring complaint to the Executive Director, the highest level of authority in this program if resolution is not accepted by the client or client's authorized or legal representative.

C. Direct grievances to any source listed below, preferably in the order listed if preferred.

a. CANA staff providing direct service to the person

b. CANA Personal Support Services Managers

c. Associate Director of Family Services

d. Director of Family Services

e. Other agencies that may assist or provide advocacy for people receiving services:

i. **Hennepin County “Front Door”** (Hennepin County Government Center, 300 South Sixth Street, Minneapolis, MN 55487-0140): **612.348.4111**

ii. **MN Department of Human Services, Licensing Division** (PO Box 64242, St. Paul, MN 55164- 0242): **651.431.6500**

iii. **MN Department of Human Services, Common Entry Point** (for suspected maltreatment reports) **844-880-1574**.

iv. **Office of the Ombudsman for Mental Health and Developmental Disabilities** (121 7th Place East, Suite 420, Metro Square Building, St. Paul, Minnesota 55101-2117): **651.757.1800 or 1.800.657.3506**

v. **Mid-Minnesota Legal Aid** (430 1st Avenue N, Suite 300 Minneapolis MN 55401-1780): **612.334.5970** or Disability Law Center: **1.800.292.4150**