

OPEN DOOR GROUP RESOLUTION POLICY AND PROCEDURE

Statement of Intent

We are committed to a fair, transparent and timely process to guide the issue resolution process for our clients and community partners. If you have a complaint or would like to dispute a decision in relation to the services you have received, we want to hear from you.

This issue resolution policy and procedure aims to provide a structured approach to resolving disputes through a fair and equitable process that will lead to solutions that are acceptable to all parties. This policy and procedure is applicable only to the Open Door Group Programs listed in Table 1.

We are committed to the following guiding principles:

- Providing a prompt and confidential response – within two (2) business days
- Treating everyone respectfully and professionally
- Working together to resolve issues
- Maintaining ongoing communication - specifically, weekly updates if the resolution process takes more than five (5) business days

Issue resolution steps

There are three (3) key stages of the issue resolution process:

1. Informal Review – resolving it directly with the parties involved and local management
2. Formal Review – escalating the issue to a formal review process leading to a final decision
3. Independent Third-Party Review – eligible in specific situations

Stage 1: Informal Review

Stage 1 - STEP 1 – Informal Review with Person Directly Involved

If you have a complaint and/or are not happy with the services you have received, and you feel comfortable doing so:

- Discuss the issue with the person directly involved
- Try to work together to resolve the issue

Stage 1 - STEP 2 - Informal Review with an Associate Program Director

After trying to resolve the issue directly with the Open Door Group team member involved, if a resolution has not been reached, the next step is to connect with an Associate Program Director. The Associate Program Director will listen, ask questions, and consider the situation. They will work with you, following the guiding principles, to explore options leading to a successful resolution.

Table 1 below lists all Associate Program Directors (APDs) for each of our Open Door Group Programs. Please contact the Associate Program Director listed below. If you are not sure, please contact our Quality Assurance team listed at the bottom of the Table.

TABLE 1: Open Door Group Program Contact List

Open Door Group Program	Phone Number	APD	Email
Strides/Opportunities Fund	236-757-7318	Mary Ladril	Mary.Ladril@opendoorgroup.org
Quality Assurance	866-377-3670	Robynn Smith	qualityassurance@opendoorgroup.org

Stage 2 – Formal Review

If a satisfactory resolution is not reached in Stage 1 (Informal Review), you have the option to submit an Issue Resolution Formal Review Request Form.

Stage 2 - STEP 1 – Complete and Submit an Issue Resolution Formal Review Request Form

You can do this independently or with the assistance of an Associate Program Director or outside party you feel comfortable with.

- **The Issue Resolution Formal Review Request Form is available through:** Clicking the following link to access an electronic form: [Issue Resolution Formal Review Request Form](#)
- Requesting a paper form in-person, via mail or email from any of the Open Door Group contacts listed in Table 1

To submit a completed Issue Resolution Formal Review Request Form:

- Submit it directly through link to the electronic form: [Issue Resolution Formal Review Request Form](#)
- Drop it off marked to the Attention of: Program Director at any of our locations
- Email or mail it to the applicable address listed in Table 1 (Stage 1 – Step 2)

Stage 2 - STEP 2: Formal Review with the Program Director

The Program Director will review the submitted Issue Resolution Formal Review Request Form. Next, the Program Director will speak with the involved team member(s) and Associate Program Director to gain an understanding of the situation. After collecting this information, the Program Director will connect with you directly to schedule a meeting to discuss the issue. You are welcome to bring outside party you feel



comfortable with.

In consideration of the information gathered, the Program Director will:

- Address your concern in a fair and transparent manner
- Maintain records and document the process
- Track and review all concerns brought forward as part of our ongoing quality improvement process to ensure quality client centered services are provided
- Ensure a high level of confidentiality, only sharing what is necessary to conduct the review
- Provide you with weekly updates if the resolution process takes longer than five (5) business days, until the issue is resolved.

The Program Director will review any resolutions including related decisions regarding the resolution with you in the meeting, or subsequent meeting. They will also provide a written letter detailing the issue, resolution, and related decision(s).

Stage 2 - STEP 3: Formal Review by the Executive Committee

If you are not satisfied with the outcome of Stage 2 – STEP 2 (**Formal Review with the Program Director**), you can request the issue be escalated to Stage 2 –STEP 4. A member of the Quality Assurance Department will bring the issue and all related documentation forward to the Executive Committee for final internal consideration.

The Quality Assurance Department will review any resolutions including related decisions regarding the resolution with you in the meeting, or subsequent meeting. They will also provide a written letter detailing the issue, resolution, and related decision(s).

At the end of a formal review, the issue will be considered resolved unless it qualifies for an Independent Third-Party Review detailed in Stage 3 – Third Party Review.

Independent Third-Party Review

Stage 3 – The Third-Party Review

You will have the opportunity to have your decision reviewed if it is related to a refusal of service based on discretionary decision making, (rather than Policy, legislation, client eligibility or budget availability), and after stages 1 and 2 are complete. The decision will be reviewed by a neutral third-party who will be selected on a case-by-case basis to ensure the reviewer has sufficient knowledge and expertise in the subject area to provide a fair, objective, and informed opinion.

If you have any questions related to this Issue Resolution Policy and Procedures or need further assistance navigating the process, please reach out to our Quality Assurance Team at any time.