



The Farmer's House Equal Employment Opportunity (EEO) Statement & Individual Grievance Policy

The Farmer's House is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. The Farmer's House prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. The Farmer's House conforms to the spirit as well as to the letter of all applicable laws and regulations.

Individual Grievance Policy

It is the policy of The Farmer's House Programs to encourage program participants to express concerns arising during the course of receiving services. The Farmer's House is committed to resolving all complaints and grievances in a prompt and fair manner. Consumers should be assured that expressing a concern, complaint, or grievance will not result in retaliation or a barrier to service. The consumer should feel free to talk with staff and the program manager about any issue or concern.

In accordance with 9 CSR 45-5.030, all participants shall be provided a grievance procedure to ensure any concerns or problems he/she may have can be dealt with in order to have the concern or problem resolved. Should the participant have a concern or problem, contact the program manager or staff. If the outcome is not satisfactory, and the concern or problem still exists, follow the procedures listed below. The Farmer's House ROOTS staff will make every effort to resolve any disputes immediately.

If a participant/parent/guardian feels services are not being provided in a professional manner, a complaint can be registered with the program manager. The manager will facilitate resolution of the issue personally or by assigning an advocate to assist the individual with the concern. The manager will conduct an investigation and make a written report to be included in the participant's file. If the resolution does not meet the satisfaction for the participant, advocate, parent/guardian, an appeal should be made to an outside agency.

Agencies:

Hotline for Medicare/Medicaid Complaints 1-800-877-6485
Clients Rights MO Dept of Mental Health 1-800-364-9687
PO Box 687
Jefferson City, MO 65102

Procedure:

- Farmers and other stakeholders are encouraged to discuss and/or submit any complaints with the staff.

- If the concern cannot be resolved with the immediate staff, the Farmers and stakeholders may submit the concerns in writing, which is then considered a formal complaint to the program manager. The staff will assist the consumer in writing this concern if they require assistance. The program manager will render a written response within five working days.
- If the concern cannot be resolved with the program manager, the consumer may submit an appeal in writing to the Senior Director of Programs within five working days, who then will render a written response within five working days.
- Throughout the process, the rights of all parties will be upheld.
- The Senior Director of Programs has five working days to meet with the aggrieved individual to seek resolution. A response will be provided in writing within five working days of the meetings.
- A final appeal may be filed with the Executive Director within five working days of the Senior Director of Programs' response. The Executive Director will review the grievance with relevant documentation and render a final decision to the aggrieved party within forty five working days.

If at any time a consumer is dissatisfied with the way he/she is being treated or if a staff member hurts a consumer in any way, he/she should report this immediately. Consumers should report any mistreatment immediately by contacting their Support Services Coordinator and the Director of Programs who will assist them with the steps outlined above. Consumers may also contact the Abuse and Neglect hotline number 1-800-392-0210 (TDD 800-669-8819) to report any mistreatment.