



Grievance and Appeal Process

Noble of Indiana is committed to making this a good place to work for everyone. Your opinions, thoughts and feelings are important to us. If you feel you have not been treated fairly or there is concern regarding current and/or proposed services, you should bring the issue to your direct service staff's attention.

Adult Services staff members maintain an open-door policy. This means they are always open to work-related discussion. Staff members are responsible for listening, understanding, correcting and/or explaining.

Individuals, guardians, caregivers, and other interested persons shall have the right to file complaints regarding current and/or proposed services. The individual should bring the issue to the attention of their direct service staff and/or program manager. That action will not result in retaliation or barriers to services.

The agency will process and make decisions in writing regarding complaints filed by an individual within two (2) weeks after the provider receives the complaint. If an individual's complaint is not resolved to his/her satisfaction, the process of going to higher management levels may be repeated until the individual reaches the highest level of management, the President/CEO.

Complaints should be reported on the Complaint Form. The form should be completed by the person receiving the complaint, and reviewed by the manager and/or director prior to distribution:

1. Describe objectively and in detail the complaint, and when the complaint occurred.
2. Describe the actions taken and the result/response that followed.

A copy of the form should be forwarded to the following for review:

1. Program Manager
2. Program Director
3. Consumer Relations Director

The Director of Consumer Relations will document final follow-ups and gather data on complaints for trends, areas needing improvements, and actions taken. Information will be reviewed yearly to facilitate changes that result in better customer services and service delivery of persons served.

If the complaint remains unresolved with the agency, the individual, guardian, caregiver, or interested party may contact the Bureau of Quality Improvement Services at 1-800-545-7763. If the complaint involves someone with developmental disabilities receiving waiver services, the DD Waiver Ombudsman can be contacted at 1-800-622-4484. Other resources for assistance in complaint resolution include:

1. Adult Protective Services (APS) 1-800-992-6978, provides least restrictive intervention for adults who are endangered by abuse, neglect, or exploitation.
2. Child Protection Services (CPS) 1-800-800-5556, protects children from abuse or neglect and prevents, remedies, or assists in solving problems that may result in abuse, neglect, exploitation or delinquency.
3. Protection and Advocacy Services (P&A) 1-800-622-4845, will investigate consumer complaints, assist in the appeals process, if needed, or take other action needed to resolve problems.
4. Fraud & Abuse Report/Medicaid Fraud Hot Line – 1-800-382-1039.
5. You may also want to contact a local or state advocacy organization such as the Independent Living Center (IPIN) at 1-800-964-IPIN or The ARC of Indiana at 1-800-382-9100.

If you believe your privacy rights have been violated, you may file a complaint with the agency (see form on next page) or with the secretary of the Department of Health and Human Services. To file a complaint with Noble, contact the Noble of Indiana Privacy Officer, 7701 E. 21st Street, Indianapolis, Indiana, 46219, 317-375-2708.



Customer Service Complaint Action Form

Customer _____

Time and Date _____

Telephone _____

Originator and Department _____

Telephone _____

Situation Requiring Action: _____

Signature of Person Filling Out Form: _____

To: _____ Dept: _____ Date Received: _____

Action Taken: _____

Recommended Next Steps: _____

To: _____ Dept: _____ Date Received: _____

Action Taken: _____

Recommended Next Steps: _____

Consumer Relations Director Signature: _____ Date: _____