

## **Interested Person Grievance Procedure**

The interested person grievance procedure is for anyone who is not a resident of Home On The Range, including a resident's family members, a referring worker, or other such interested person. A resident grievance procedure and an employee grievance procedure are also in place and may be referred to in the policy and procedures manual.

A family member or other interested person also has the right to report any concerns directly to a resident's referring case worker or the Regional Supervisor for Child Protective Services at 1-800-227-7525.

If a family member of a resident, referring worker, or other interested person and are not satisfied with the services rendered by Home On The Range, you have the right to file a complaint. The procedure for filing a complaint is as follows:

1. The grievant must provide a written complaint to the quality services director:  
John Orluck  
Home On The Range  
16351 I 94  
Sentinel Butte, ND 58654  
701-872-3745
2. The quality services director has 7-days in which to review the complaint and address the complaint with applicable parties and respond to the grievant. Should the complaint be against the quality services director, the complaint should be provided in writing to the executive director.
3. Should the grievant be dissatisfied with the outcome, the grievant must request in writing within 7-days a meeting with the clinical director.
4. The clinical director has 7-days to address the complaint with the grievant to resolve the issue and respond to the grievant.
5. If the grievant is dissatisfied with the clinical director's outcome, the grievant has a right to appeal to the executive director. The executive director has 30-days from the receipt of the appeal to address the complaint with the grievant.
6. If the grievant is dissatisfied with the executive director's outcome, the grievant has the right to appeal to the Home On The Range Board of Directors.
7. Action by the Board of Directors shall be final and binding.