



PEOPLES DEVELOPMENT SERVICES

St. Paul Office: 665 Snelling Ave N, St Paul, MN 55104
Minneapolis Office: 3617 E. Lake Street Ste A-3, Minneapolis, MN 55406
Phone: 612-332-9124 Fax: 612-332-9867 Email: contact@pdsminn.org
www.pdsminn.org

Grievance Policy and Procedure ([Minn. Stat. §245I.12 subd. 5](#))

I. Policy:

It is the policy of this DHS licensed provider (program) to ensure that people served by this program have the right to respectful and responsive services. We are committed to providing a simple complaint process for the people served in our program and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

II. Procedures

A. Service Initiation

A person receiving services and their case manager will be notified of this policy, and provided a copy, upon admission and before service initiation.

B. How to File a Grievance

1. The person receiving services or person's authorized or legal representative:
 - I. should talk to a staff person that they feel comfortable with about their complaint or problem;
 - II. clearly inform the staff person that they are filing a formal grievance and not just an informal complaint or problem; and
 - III. may request staff assistance in filing a grievance.
2. If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the highest level of authority in this program.
 - I. That person is Mohamed Hashi.
 - II. They may be reached at 612-353-4191 or 3355 Hiawatha Ave S, suite 112 Minneapolis, MN 55406.

C. Response by the Program

1. Upon request, staff will provide assistance with the complaint process to the service recipient and their authorized representative. This assistance will include:
 - a. the name, address, and telephone number of outside agencies to assist the person; and
 - b. responding to the complaint in such a manner that the service recipient or authorized representative's concerns are resolved.
2. This program will respond within 3 business days of receiving a client's grievance, acknowledge in writing that the license holder received the client's grievance.
3. Within 15 business days of receiving a client's grievance, this program will provide a written final response to the client's grievance containing the license holder's official response to the grievance.
4. Once a complaint is received, the program is required to complete a complaint review. The complaint review will include an evaluation of whether:
 - a. related policy and procedures were followed;
 - b. related policy and procedures were adequate;
 - c. there is a need for additional staff training;
 - d. the complaint is similar to past complaints with the persons, staff, or services involved; and
 - e. there is a need for corrective action by the license holder to protect the health and safety of persons receiving services.
5. Based on this review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the license holder, if any.

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6. The program will provide a written summary of the complaint and a notice of the complaint resolution to the person and case manager that:
 - a. identifies the nature of the complaint and the date it was received;
 - b. includes the results of the complaint review; and
 - c. identifies the complaint resolution, including any corrective action.

D. Current public contact information of the:

- Department of Human Services, Licensing Division: 651-431-6500
- Office of Ombudsman for Mental Health and Developmental Disabilities:
 - General questions: ombudsman.mhdd@state.mn.us
 - Emails and address via country: <https://mn.gov/omhdd/contact/regional-ombudsman-by-county.jsp>
 - Phone: 651-757-1800
- Department of Health, Office of Health Facilities Complaints
 - Email: health.fpc-web@state.mn.us
 - Phone: 651-201-4200
- All applicable health-related licensing boards
 - MN Board of Medical Practice
 - 612-617-2130
 - MN Board of Nursing
 - 612-617-2182
 - MN Board of Psychology
 - Number: 612-617-2230
 - Minnesota Social Work Board
 - 612-617-2100
 - Minnesota Board of Marriage and Family Therapy
 - 612-617-2220
 - Minnesota Board of Behavioral Health and Therapy
 - 651-201-2756

Policy reviewed and authorized by: RASHAD A. GABOSE

Policy Initiated on Date: 10/15/2022

Policy revisions:

Date policy revision initiated*	Staff Name	Comments
10/01/2024	Rashad A. Gabose	

*The license holder must complete and document a review of policies and procedures every two years and update policies and procedures as necessary