



## **Notification of Agency Grievance Process**

All individuals, their families, guardian(s), and/or other person(s) interested in the welfare of the individuals have the right to file a grievance about treatment, care or living/service delivery conditions. Concerns/complaints that reach the level of a grievance shall be responded to and thoroughly reviewed.

Grievances could be related to individual rights and responsibilities, regarding an event or situation, unsafe situation and/or related to ongoing unresolved issues (this is not meant to be an all-inclusive list or meant to address everyday problems). Definition of a concerns/complaints that reach the level of a grievance: unfair treatment, unjust treatment, unsafe situation, hostile environment.

We ask that you report any concern that falls to the level of a grievance (as noted above) directly to the main contact person for the service that you or the person you are reporting on behalf of is receiving (i.e. site manager/program manager); this can be done in writing, over the phone or in person. When a grievance is received it is our process that the person you contact will communicate your grievance to their supervisor and you will be contacted by them within 3 business days (unless there are extenuating circumstances where additional time is needed).

If a grievance is reported/filed please know that throughout the process to resolve the situation all services shall be provided as they were prior to the report of the grievance unless otherwise agreed to by all parties involved in the grievance.

Please know that you have the right to include others for additional representation at any time (refer below). If you have any questions or concerns related to this or need additional information please contact Director of Quality Advancement or Compliance Officer at 585-340-2000.

### **Mental Hygiene Legal Services**

(Rochester/Fingerlakes)  
50 East Ave., Ste. 402  
Rochester, NY 14604  
(585) 530-3050

### **Mental Hygiene Legal Services**

(Buffalo/WNY)  
438 Main Street, Suite 400  
Buffalo, NY 14202  
(716) 845-3650

### **OPWDD Commissioner**

44 Holland Avenue  
Albany, New York 12229  
(518) 473-1997

### **Justice Center**

161 Delaware Avenue  
Delmar, NY 12054  
(518) 549-0200

### **OPWDD Fingerlakes DDRO Director**

620 Westfall Road  
Rochester, NY 14620  
(585) 461-8500

### **OPWDD WNY/Buffalo DDRO Director**

1200 East & West Road  
West Seneca, NY 14224-3699  
(716) 517-2249

#### **Corporate Office**

275 Kenneth Dr., Suite 100  
Rochester, NY 14623-4277

Tel.: 585-340-2000  
Fax: 585-340-2006

#### **Regional Office**

3790 Commerce Court, Suite 800  
North Tonawanda, NY 14120-2094

Tel.: 716-743-2020  
Fax: 716-743-1838

TDD: 800-662-1220

[www.HeritageChristianServices.org](http://www.HeritageChristianServices.org)