

COMPLAINT RESOLUTION

Complaint Resolution is a key component of a Protection from Harm system.

A complaint is defined as a problem, or an issue related to the services delivered to a person supported by Adult Community Training.

A complaint can be reported by the person supported, their legal representative, by a family member, a paid advocate, or by a community citizen.

PROVIDER RESPONSIBILITIES:

- The best place to resolve complaints is at the provider level.
- It is understood that service-related issues arise and are resolved quickly by the provider every day.
- Complaints can be submitted verbally or in writing.
- Providers will document and follow-up formally regarding complaints received directly, that are not quickly resolved.
- Providers will identify a staff person responsible for coordinating the organization's complaint resolution process and will inform people supported, families, legal representatives and paid advocates who is the ACT Complaint Coordinator.
- If a complaint is filed with DIDD or with TennCare, they will ask the person filing the complaint if the issue was already discussed with the provider. If not, they will be asked to seek resolution with the provider first.
- The provider will designate a staff member who will have primary responsibility for coordinating the resolution of internal and external complaints.
- The complainant will receive communication from the provider or DIDD (depending on who receives it) regarding the resolution of the complaint.
- DIDD may provide formal mediation for complaints not resolved within 30 days.



COMPLAINT RESOLUTION

People supported, family members, legal representatives, advocates, or members of the public may file a complaint, including Title VI complaints, if they are dissatisfied with the delivery of service or supports provided through ACT.

All staff have the responsibility to listen and respond to concerns regarding services and supports.

If you feel your problem has not been resolved and you are still unhappy with your services and/or supports, you should contact Amelia Marbury, Chief Executive Officer, Agency Complaint Coordinator and Title VI Coordinator at: 865-986-6182 Ext: 250 amelia@adultcommunitytraining.org

If you are not satisfied with the response from ACT, you may contact the DIDD Investigation unit at Christie.Campbell@tn.gov or 423-534-3122.

Tennessee law prohibits any harmful action occurring as a result of you reporting a complaint. Adult Community Training and DIDD encourage you to express concerns about services.

TDOT TITLE VI COMPLIANCE

The Tennessee Department of Transportation ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 21; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation

on the grounds of race, color, or national origin.

Any person who believes he or she has been discriminated against can file a complaint with the appropriate agency below:

**TN
Department
of
Transportatio
n**
505
Deaderick
Street Suite
1800,
James K. Polk
Building
Nashville,
TN 37243-
0347
888.370.3647

**N Human
Rights
Commission**
William T.
Snodgrass
BLD/TN
Towers, 312
Rosa Parks
AVE, 23rd
Floor,
Nashville, TN
37243
800.251.3589

**FHWA Office
of Civil
Rights**
1200 New
Jersey
AVE, S.E., 8th
Floor
E81-314,
Washington,
DC
20591
202.366.0693

**FTA Office of
Civil
Rights**
Title VI
Coordinator
East Building,
5th
Floor -TCR,
1200
New Jersey
AVE,
S.E.
Washington,
DC
20590
888.446.4511

Signature

Date