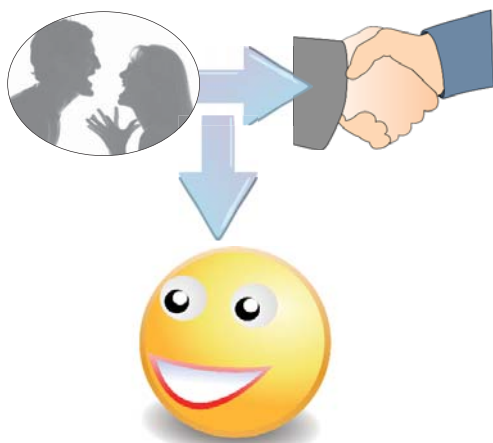


# COMPLAINT RESOLUTION

The Division of Developmental and Intellectual Disability Services (D.I.D.S.) believes that there should be a collaborative effort between D.I.D.S. and providers to address concerns of service recipients, families, advocates and concerned citizens.

In order to establish the Complaint Resolution System, each regional office has appointed a Complaint Resolution Coordinator and each Provider has assigned one of its employees to manage and resolve complaints.

By working together, the Complaint Resolution Coordinator, the Provider Contact Person and the Complainant work to achieve a satisfactory resolution to the complainant's concerns.



## D.I.D.S. - East Tennessee COMPLAINT RESOLUTION CONTACTS

1-888-310-4613 (Toll Free)

or

**CHANETH QUEMORE**  
State of TN Resolution Coordinator  
Office Ph: (865) 588-0508, ext. 228  
Email: Chaneth.Quemore@tn.gov

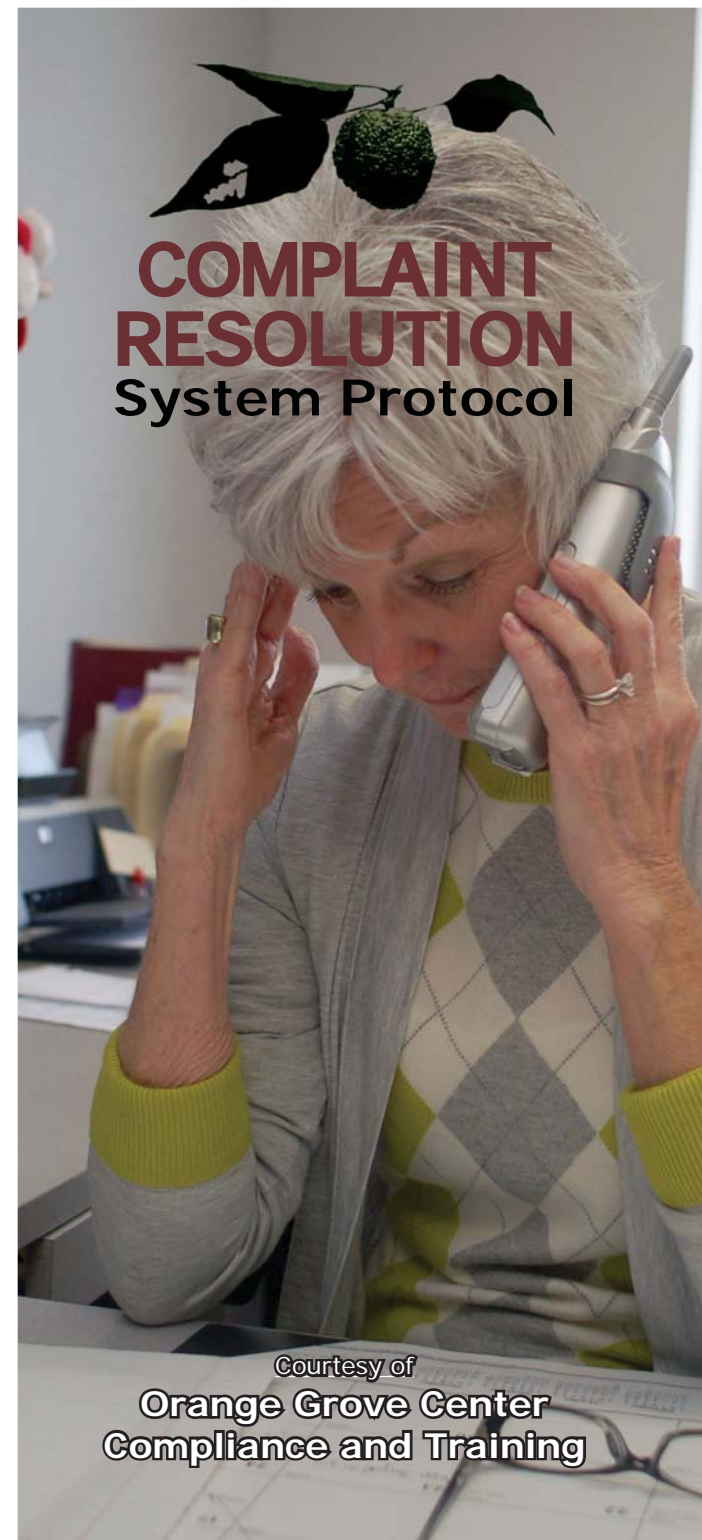
**MIKE MAILAHN**  
MH/MR Program Specialist  
Office Ph: (865) 588-0508, ext. 236  
Email: Mike.Mailahn@tn.gov

**Orange Grove Center  
Compliance and Training**  
615 Derby Street  
Chattanooga, TN 37404  
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Under Title VI of the Civil Rights Act of 1964, federal law protects individuals from discrimination. Facilities, programs and services sponsored by Orange Grove Center are available to all eligible persons regardless of race, color, national origin, age, sex or disability.



Courtesy of  
**Orange Grove Center  
Compliance and Training**

## ABOUT US

Orange Grove Center is committed to the service provided to you and the individuals participating in each of our programs.

The Complaint Resolution System Protocol is designed to assist service recipients, family members, conservators and legal guardians concerning service issues and problems.

Therefore, we encourage everyone to work together to resolve any issue through the appropriate channels for complaint resolution.

At Orange Grove, we want to know your concerns and/or issues, and want you to contact us immediately when a crisis or problem arises. By working together, we will ensure that each of our individuals receive the quality programming they deserve.

It is recommended that you first try to resolve issues directly through the chain of command at Orange Grove Center. Often issues or problems can be resolved at the most direct level.

In the event that your issue(s) cannot be resolved, the next steps to take are outlined in this brochure.



## FORMAL PROCESS

The following are procedures for the OGC Complaint Resolution Process. These are written in accordance with the DIDS Provider Manual Section 18.3.

1. The Complaint Resolution System contact person is Jenny Foster, Director of Compliance. The Compliance Director may be reached by calling Orange Grove Center at (423) 493-2919, or writing to:

Orange Grove Center  
615 Derby Street  
Chattanooga, TN 37404.

2. Orange Grove Center will disseminate the Complaint Resolution Protocol through the mail, email, family meetings, and upon entrance to the Orange Grove Center service programs.

3. If the complainant and the Orange Grove Complaint Resolution Contact Person, along with all necessary staff, are not able to resolve the issue, either the contact person and/or the complainant may contact the DIDS Regional Office Complaint Resolution Coordinator (on back) for assistance.

Also, a contact may be made to the state-wide DIDS Hotline at 1-800-535-9725.

4. Orange Grove Center will ensure that retaliation against anyone reporting a complaint is strictly prohibited.

## INFORMAL PROCESS

All staff at Orange Grove Center have the responsibility to listen and respond to problematic issues expressed by or on behalf of individuals served by the center.

The issues can be discussed in a planning team meeting, individually with the Support Manager, Client Program Coordinator, House Manager and the Coordinator/Director of the service program.

Also available would be the deputy director and the executive director. Most problems can be resolved informally.

If informal resolution cannot be achieved, the individual, their family, legal representative, paid advocate, and/or a concerned citizen can file a formal complaint with the Orange Grove Complaint Resolution System (CRS) contact person, or move directly to step three in the formal process.

The goal of the CRS is to bring the issue and concern to resolution timely, efficiently and adequately.