

BGC, Inc.

CONFLICT RESOLUTION/GRIEVANCE POLICY

PURPOSE: To define a process for addressing disputes that individuals, families, or BGC Inc. staff regarding decisions made by the agency affecting their participation, rights, or freedom of choices in the services of the agency.

POLICY STATEMENT: BGC Inc. provides an internal process for resolving issues between individuals and their support coordinators.

IMPLEMENTATION PROTOCOLS:

- I.** When BGC, Inc. is made aware of an issue regarding an Independent Support Coordinator (ISC), the issue will be directed to the Independent Support Coordinator's ISC-Supervisor.
- II.** The ISC-Supervisor will listen to the individual, note the issue(s), and set a time/date to talk with the individual for follow-up. The ISC-Supervisor may request the issue(s) to be noted in writing, so as to facilitate a comprehensive understanding.
- III.** The ISC-Supervisor will discuss the issue(s) with the Independent Support Coordinator and attempt to facilitate resolution with the individual. Maintaining comprehensive documentation of all issues and efforts toward resolution.
- IV.** The ISC-Supervisor will make sure the individual knows of his/her rights to change Independent Support Coordinators and/or Support Coordination agencies. If the person wishes to change coordinators or agencies, the ISC-Supervisor will refer them to Director of ISC Services.
- V.** The BGC, Inc. Director of ISC Services will discuss with him/her and facilitate an internal change in Independent Support Coordinator, when at all possible, or give the appropriate contact numbers for a change in Independent Support Coordination Agencies and the steps for completion.
- VI.** If the issues are still not resolved, the ISC-Supervisor and Director of ISC Services will talk with the Executive Director of BGC, Inc. The Executive Director will meet with all parties involved and attempt to resolve the issue and a response will be presented to all parties within 5 business days.
- VII.** Should the matter remain unresolved at this point of the procedure, the Executive Director may appeal to the Board of Directors for a response to the conflict. The Board may invite other parties to a meeting to discuss the matter. If the Board believes those parties can clarify or assist in resolution of the matter, the Board will meet and render a decision in writing within ten business days.