



Complaints Procedure

It is the objective of Liberty Holding Co. to establish procedures for all individuals receiving services, family members of individuals, advocates, staff, and the general public to express any concerns or complaints relevant to the support and services provided by the agency. Liberty Holding Co. strives to ensure that all the available supports and services are of the highest quality and meet the expectation of the population served. The following procedure is designed to guarantee that all complaints are taken seriously, promptly investigated, and handled efficiently and effectively.

Should anyone wish to express an issue or complaint, they are encouraged to do the following:

Contact Liberty Holding Co. at 1228 Anderson Creek Rd, Kittanning, PA 16201 or by calling (724) 954-3890 and request the name and contact information for the appropriate Program House Manager.

Contact the Program House Manager and express your concerns. If the Program House Manager cannot resolve the problem, after a thorough investigation, within five (5) business days, request that a formal Complaint Form be provided to you via US mail or digitally.

Complete the Complaint Form and return the form to the attention of the Residential Director.

The Residential Director will review the issue and respond to the written complaint within five (5) business days. This response will be in writing and provided in person, via US mail or provided digitally.

The response of the Residential Director/designee may be appealed to the Chief Executive Officer or Chief Operating Officer by completing the appropriate portion of the Complaint Form and returning the form to the attention of said administration.

The Chief Executive Officer or Chief Operating Officer will review the complaint and the investigation of the complaint by the Program House Manager and Residential Director and will provide a written response to the complainant within ten (10) business days following the receipt of the written appeal. This decision is final.

Liberty Holding Co. will be responsible for providing assistance to any individual wishing to file a complaint that will be free from any undue influence or opinion. Liberty Holding Co. will strive to identify a party that can and will remain nonbiased to the individual and complaint at hand to ensure that accurate information is gathered and represented on the individual's behalf.

Liberty Holding will review this procedure with each individual and/or persons designated by the individual, upon initial entry into services and annually thereafter.

Liberty Holding Co. acknowledges that filing complaints or issues only provides an opportunity to improve our service delivery model and herein ensures that no retaliatory measures nor threat of intimidation related to filing or investigation of a complaint will be permitted.

Liberty Holding Co. Complaint Form

Complainant Name: _____ Date: _____

Initiator of complaint information (if known): _____

Position: _____

Phone number: _____ E-mail Address: _____

Mailing Address: _____

On Behalf of Individual: _____

Date of Occurrence: _____

Statement of Complaint: _____

Solution Requested: _____

Signature _____ Date _____

Response – Residential Director (within five (5) days of receipt of complaint)

Signature _____ Date _____

Appeal (COO/CEO):

Signature _____ Date _____