CONSUMER DIRECTIONS

Navigating Your Journey

YOUR CHOICE. YOUR CONTROL.

PARTICIPANT GRIEVANCE POLICY

What is a Grievance?

A grievance is a complaint about something that you do not like about the customer service or processes involving the services within the scope of CDI's services that has been communicated but has not been resolved.

You should feel free to bring any complaints to CDI without being afraid of losing any services or having anything bad happen to you. If you have a complaint or problem, you should follow these steps:

- **Step One**: Gather and document the facts of the issue at hand.
- **Step Two**: Talk to your assigned Primary Contact at CDI right away. They will discuss your concern with you and work to resolve the matter with you within 48 hours. CDI will document your complaint in a complaint log, along with how the issue was resolved.
- **Step Three**: If you do not feel like the issue was resolved to your satisfaction, contact the FMS Coaching Manager. The FMS Coaching Manager will contact you within five (5) days to hear your complaint and work to resolve the matter with you.
- **Step Four**: If you believe that the matter is still not resolved to your satisfaction, you may bring the complaint to the highest level of authority in this program.
  That person is Melanie Engen, Chief Operating Officer.
  The Chief Operating Officer may be reached by Direct Dial at 320-257-8163,
  email: melanie@yourfse.com, Consumer Directions, 1140 Elm Street East. St. Joseph, MN 56374. Your grievance will be presented to the Board of Directors and you will receive a formal response in writing within ten days.

You may choose to represent yourself during a grievance or you may have someone else do it, such as a family member, case manager, an advocate, or legal representative.

CDI wants you to be more than just satisfied with our services, we want you to be extremely happy! We encourage you to provide feedback at any time.

You will be given the opportunity to fill out an online service satisfaction survey annually. We want you to take advantage of this opportunity to share your ideas and thoughts about how we can better serve you and meet your needs.