JUSTICE RESOURCE INSTITUTE	
POLICY NUMBER: **POLICY NAME:**	**RI-006** **Resolving Complaints & Grievances**
REVIEW/REVISED DATE:	**November 17, 2026**

GENERAL POLICY STATEMENT
Anyone concerned about the treatment of the persons served by Justice Resource Institute (JRI) programs and services, including the person themselves, may express a complaint, and JRI leadership will follow procedures to resolve the matter, respecting the rights of each person.

Complaints and related grievances are acted upon in a timely manner in accordance with written guidelines and are subject to an appeals process. The words "complaint" and "grievance" are used interchangeably in this policy. Programs that are required to follow regulations of a licensor and contracting agency for complaint reporting and investigations will follow those requirements. All complaints, including those reported to licensors and contracting agencies, will be logged and acted upon by JRI in accordance with this policy.

This policy outlines the procedures to assist persons in making complaints and for resolving them.

APPLICABILITY – All Programs with additional sections included as applicable

PRIMARY RESPONSIBILITY - Administrative Team

PROCEDURES

1. Justice Resource Institute programs appoint Human Rights Officers to oversee the implementation of this and other human rights policies.
   1.1. The Human Rights Officer works with program staff and the person served to ensure that filing a complaint will not result in retaliation or barriers to services.
   1.2. The Human Rights Officer ensures that the Notice of Right to File Complaints and both program level and agency level complaint procedures are posted visibly in the program and that Complaint Forms are available in several locations so that they can be accessed and submitted without staff assistance.

2. Any person served (or any other interested party, including staff, parents, advocates, etc.) who has a complaint or grievance will be encouraged to **first** discuss the matter with the staff involved. The staff will work with the person to resolve the situation and may involve their supervisor in facilitating the resolution.

3. Any person served (or any other interested party, including staff, parents, advocates, etc.) may file a complaint verbally, by phone, in writing, email, letter, online form, etc. at the program level. Programs ensure that the Notice of Right to File Complaints and program level procedures are posted visibly in the program and that Complaint Forms are available in several locations so that they can be accessed and submitted without staff assistance. Procedures for filing complaints at the agency level are also posted at the programs and on the JRI website.

4. The Human Rights Officer and all staff are available to direct or assist any persons who need help in filing a complaint.

   4.1. All Complaints received at the program level are reported to the Program Director/Designee no later than the next business day.
   4.2. The Human Rights Officer/Designee will log all program level complaints and ensure that all complaints are reviewed.
   4.3. Within three business days of the report, Human Rights Officer/Designee will inform the person initiating the complaint regarding the course of action that will be taken, the projected time frame for investigation and responses, and that their complaint will not result in retaliation or barriers to services. Once the investigation is completed, the person initiating the complaint will be informed of corrective actions taken as a result of the complaint, as applicable. All corrective actions will be documented by the Human Rights Officer/Designee.
   4.4. If the complaint is not resolved at this level they can appeal to the supervising Vice

President/Division Director within three business days of receiving the response. The supervising Vice President/Division Director is responsible for review of the appeal and for notifying the person of the resolution within ten business days.

4.5. All complaints received at the agency level will follow agency policy and procedures for logging and investigating incidents. (RI 006)

5. Complaints that include any form of discrimination or lack of equal opportunity in service provision must be reported to the Senior Director of Human Resources who serves as the JRI Programmatic Access Manager and/or the JRI Compliance Officer/ADA Compliance Coordinator. Additionally, persons served may contact the Principal Purchasing Agency's (PPA) Equal Opportunity Manager, the Massachusetts Commission Against Discrimination where it has jurisdiction, other appropriate state or federal civil rights agencies, or the courts. Use of JRI's process is not a prerequisite to an external complaint and does not extend an external filing deadline.

6. Complaints that include any form of abuse must immediately be reported to the Program Director/ Designee who will follow the procedures listed in the JRI Incident Reporting and Investigations policy (RI-006). These are NOT investigated by the Human Rights Officer unless specifically assigned.

7. All Abuse/Neglect, OSHA, DLC, OCA, Criminal, etc., complaints/allegations and Internally Supported Complaints are logged into the JRI Client Assessment Tracking Systems (CATS) system for use in aggregation and review by JRI Risk Management Committee as representative of the Governing Body.

8. Concerns or complaints may also be reported to accreditors, licensors, and third-party payers of JRI programs. Refer to the following links below for more information.

Accreditors

- CARF: http://www.carf.org/contact-us/
- Joint Commission: complaint@jointcommission.org

Licensors:

- Connecticut Department of Children and Families: https://portal.ct.gov/dcf/contact-us?language=en_US
- Connecticut State Department of Education: https://portal.ct.gov/-/media/sde/special-education/complaint-resolution-process.pdf?rev=523dd444ecb5424785ef1c41a7d6d4e8
- Massachusetts Department of Children and Families: https://www.mass.gov/info-details/case-concernsquestions-dcf-ombudsman
- Massachusetts Department of Early Education and Care: Members receiving care with licensed programs may contact their regional office - https://www.mass.gov/orgs/department-of-early-education-and-care/locations?_page=1
- Massachusetts Department of Elementary and Secondary Education: https://www.doe.mass.edu/prs/intake/default.html
- Massachusetts Department of Developmental Services: https://www.mass.gov/info-details/dds-office-of-the-ombudsperson
- Massachusetts Department of Mental Health: https://www.mass.gov/info-details/patient-rightsreport-a-complaint
- Massachusetts Department of Public Health: https://www.mass.gov/how-to/file-a-complaint-regarding-a-nursing-home-or-other-health-care-facility
- Rhode Island's BHDDH (Department of Behavioral Healthcare, Developmental Disabilities & Hospitals): https://bhddh.ri.gov/quality-management-unit-report-suspected-abuse/report-suspected-abuse

Third-party payers

- Persons served may report a concern or complaint to their insurance provider by calling the toll-free number on the back of their member identification card.

9. JRI's Title IX and Grievance Procedures Policy (RI-002) is available at the JRI website – jri.org. In certain circumstances, a complaint may be handled pursuant to, or in conjunction with, that policy and those

grievance procedures.

If a person believes that their civil rights have been violated, they can call the Massachusetts Attorney General's Office at 617-727-2200. For educational programs, violations of civil rights may also be reported to:
Office for Civil Rights
US Department of Education
9th Floor
5 Post Office Square
Boston, MA 02109-3921

Telephone: 617-289-0111
FAX: 617-289-0150; TDD: 800-877-8339
Email: OCR.Boston@ed.gov

Related Documents
RI-001 Rights and Responsibilities of Persons Served
RI-002 Title IX and Non-Discrimination
RI-004 Human Rights Officer and Human Rights Committee
RI-005 Reporting Abuse and Neglect
RI-006 Incident Reporting and Investigations
RI-006 (A) Form - JRI Compliant Form
RI-006 (B) Form – JRI Complaint and Grievance Notice
RI-006 (C) Form – JRI Report Something Poster
RI-006 (D) Addendum – Complaints and Grievances
HR-002 JRI Equal Opportunity and Non-Discrimination Programmatic Access Plan

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