

1.11	Conflict Resolution	Page 1 of 1
Authorizing Utah Code: 62a-5-103	Rule: R539-2-8 (effective 12/04)	Division Staff
Issue date: 1/00	Revision date: 5/04	
Form(s): None		

The **Division** shall provide **Persons/Representatives** with access to a prompt and amiable informal conflict resolution process capable of resolving disagreements a **Person/Representative** may have with Division Staff.

PROCEDURES

1. **Support Coordinators** shall introduce new **Persons/ Representatives** entering the service system to the **Supervisor** and provide information on the conflict resolution process outlined in this policy and on how to contact the **Supervisor**.
2. The **Supervisor** shall review all complaints, submitted either orally or in writing, and any other relevant facts presented by the **Person/Representative** or the **Support Coordinator**. The **Supervisor** shall take appropriate action to resolve the dispute and respond to the parties' concerns. If the parties are unable to resolve the dispute, either party may appeal the issue to the **Region Director**.
3. The **Region Director** shall, upon request, meet with the parties (such as the **Person/Representative**, the **Support Coordinator** and the **Supervisor**), and shall review any relevant evidence presented by the parties. The **Region Director** shall then determine the best solution for the dispute. The **Region Director** may clarify or redefine the parties' duties and responsibilities, as appropriate. The **Region Director** shall prepare a concise written summary of the findings and decision and send that summary to the parties.
4. Either party may request an independent review if they do not agree with the Region Director's decision. Based on interviews with the parties and a review of the evidence, the independent reviewer shall prepare for the **Division Director** a written report that summarizes the reviewer's factual findings and recommendations. Based on the independent reviewer's report, the **Division Director** shall determine the appropriate resolution for the dispute and shall implement any necessary remedies, including any appropriate personnel or disciplinary action against a **Support Coordinator** or other staff member, and any appropriate legal and administrative sanctions against the **Person/Representative**.
5. The **Supervisor** shall review any requests **Persons/Representatives** submit for a new Support Coordinator and take the following action:
 - (a) Assign a different **Support Coordinator**, as requested.
 - (b) Deny the request but resolve the conflict between the **Person/Representative** and the **Support Coordinator**.
 - (c) Deny the request.
 - (d) Take other appropriate action.

Within 30 days of receiving the **Person/Representative's** request, the **Supervisor** shall notify the **Person/Representative** of the decision and the action taken.