



<b>UTAH DEPARTMENT OF HEALTH AND HUMAN SERVICES DIVISION OF SERVICES FOR PEOPLE WITH DISABILITIES POLICY AND PROCEDURES</b>		
<b>Policy: 1.64</b>	<b>Page 1 of 2</b>	
<b>RESPONDING TO GRIEVANCES</b>		
<p><b>RATIONALE:</b>  The intent of this policy is to ensure consistent, fair, timely, and standardized responses to grievances raised by a Person in services, their families, or by other members of the public</p> <p>Authorizing Code: 26B-6-403  Rule: NA  Forms: NA</p>		
<b>Original Effective: 3/9/2026</b>	<b>Revision: 3/9/2026</b>	<b>Next Review Due: 3/1/2028</b>

**I. DESCRIPTION**

This policy establishes practices for division staff to follow when grievances are reported to the division.

**II. DEFINITIONS**

The following terms are defined for this policy as:

- A. **Constituent services representative team (CSRT):** means collectively the division staff responsible for ensuring Persons, families, and other interested parties have their questions, concerns, and complaints about division services heard and addressed.
- B. **Department:** means the Department of Health and Human Services (DHHS).
- C. **Division:** means the Division of Services for People with Disabilities, as defined in Section 26B-6-401.
- D. **Grievance:** means any complaint received by the division concerning its services or service administration that is not directly addressed in Policy 1.1 “Human rights,” or Policy 1.11 “Notice of agency action and hearing rights.”
- E. **Grievance tracking system:** means the platform used by the CSRT to record grievances received and actions taken in response.
- F. **Person:** means an eligible individual receiving a division service or who is on the waiting list for division services.

**III. POLICY**

- A. The CSRT shall coordinate any grievance that is not covered under Policy 1.1 “Human rights,” or Policy 1.11 “Notice of agency action and hearing rights.”

1. The CSRT shall coordinate and respond to any grievance received through the grievance email or phone system monitored by CSRT or that has been received by another division staff and that may not be resolved by that staff.
  2. Division staff shall forward any grievance to the CSRT that may not be resolved in a timely manner by the staff who received it.
- B. CSRT shall treat all grievances with equal diligence.
- C. Any division staff involved in a grievance resolution process shall:
1. have the appropriate knowledge and expertise, as determined by their position and authority, to address the grievance; and
  2. consider all comments, documents, records, and other information submitted, including the most recent grievance.

#### IV. **PROCEDURE**

##### Coordination of grievances.

- A. The CSRT shall monitor and respond to grievances that are received through the division's designated email address for grievances [dspd@utah.gov](mailto:dspd@utah.gov) or by phone (801) 538-4091.
- B. Any grievance received by division staff through another means than the division's designated email or phone number shall be forwarded to the CSRT for coordination unless it may be resolved in a timely manner by the person receiving it.
- C. Within a business day after receipt, the CSRT shall research whether the grievance is already being addressed by other division staff, and then assign the grievance to the appropriate division or department staff and then notify the individual(s) who submitted the grievance of the actions taken.
- D. The CSRT shall document all grievances as they are received in the internal "grievance tracking system." The grievance tracking record shall include:
  1. the date the reported grievance was received;
  2. the Person or individual(s) who is the subject of the grievance, if applicable;
  3. the name and contact information of the individual(s) reporting the grievance, if provided;
  4. a description of the grievance including the parties who were asked to help resolve the grievance or any regulatory agencies that were referred to; and
  5. the date that the grievance was resolved.
- E. If the grievance may not be resolved by the CSRT, or the staff assigned by the CSRT, then the CSRT shall refer the case to division leadership for next steps or further department escalation.