

In the event that a participant expresses or experiences dissatisfaction with the services offered or rendered to him/her by Los Amigos Bilingual Services (LABS) through the Brain injury Services Fund (BISF), both the informal and formal processes will be initiated to review, investigate and resolve the problem. LABS will do its best to first resolve your issue informally, at the level of the Service Coordinator, the BISF Fiscal Agent, and any other service providers. If your issue is not resolved to your satisfaction, you may pursue the more formal method. Both of these processes are described below.

Procedure:

A. Informal Procedure for Resolution

1. The participant should speak to his/her Service Coordinator about the dissatisfaction with services, providers, or any other aspect of the BISF program. This allows the Service Coordinator the opportunity to resolve the situation that caused the dissatisfaction.
2. If the participant's dissatisfaction is related to his/her assigned Service Coordinator, and the participant does not feel comfortable speaking to his/her Service Coordinator, the participant can bypass the informal grievance procedure.
3. The participant may verbally express dissatisfaction with services through the Service Coordinator or the agency's Program Director.
4. The assigned Service Coordinator, or agency's Program Director, will attempt to resolve the dissatisfaction in a timely manner by addressing the issues presented by the participant.

B. Formal Procedure for Resolution

1. The participant should, verbally or in writing, register a complaint with LABS. Such a complaint should specify the following:
 - a) A clear statement of the participant's complaint.
 - b) A clear statement of efforts made by the participant or his/her representative to correct the problem.
 - c) A specific statement of what the participant or authorized representative would like to happen to resolve the issue.
 - d) The written complaint can be submitted to Service Coordinator or to Los Amigos directly through the following methods: (SC? Los Amigos? At what Address?)
 - a. Email to BISF@losamigosnm.com
 - b. Fax to 505-474-2804
 - c. Mail to 6533 Valentine Way Santa Fe, NM 85707
2. The complaint will be directed to the agency's Director. This will be done within 5 days of LABS' receipt of the written complaint.



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3. LABS will schedule an interview with the participant and/or authorized representative within 7 days of receiving the written complaint. The purpose of the interview is to listen to the formal complaint/grievance and obtain an understanding the participant expects as a resolution.
4. All records will be requested immediately and reviewed by the LABS Program Director.
5. A confidential report will be written on the findings and conclusions of investigation and mailed to the participant or authorized representative within 5 Business Days after the interview and no more than 15 business days from the date the complaint was initially received.
6. If the participant and or their representative do not agree with the outcome of an informal or formal grievance filed and reviewed at the provider agency, they may request an HSD Appeal form. The form allows the participant or authorized representative to submit their complaint, in writing, to the NM Human Services Department's (HSD) Brain Injury Services Fund (BISF) Program Manager. The HSD BISF Program Manager will review the written appeal along with any supporting documentation as applicable and will respond in writing to the individual filing the appeal within 30 days with notification of the outcome to LABS.
7. If the participant needs help in completing either the LABS written grievance or the HSD Appeals Form, the NM Brain Injury Resource Center can help. They can be contacted at 1-844-366-2472.
8. Los Amigos, LLC does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and clients.