



**SENIOR & LONG TERM CARE DIVISION  
COMMUNITY SERVICES BUREAU**

**COMMUNITY FIRST CHOICE  
Policy Manual**

**Section: SERVICE REQUIREMENTS**

**Subject: Complaint Procedure**

*Reference: ARM 37.40.1005 and 37.40.1114*

**PURPOSE**

This policy outlines the Self-Direct (SD) Community First Choice/Personal Assistance Services (CFC/PAS) provider agency's responsibility to handle complaints in a reasonable and prompt manner. Every SD-CFC/PAS provider agency must have a complaint policy that they provide members and adhere to.

**POLICY**

1. The provider agency must have a written complaint procedure and policy. The provider complaint policy must include:
  - a. Reasonable and prompt timeliness for responding to complaints, which includes investigation and response to all written complaints within 10 working days; and,
  - b. Process to capture the complaint; which includes identification of the complaint, the date the complaint was received and the response.
2. The provider agency is responsible to adhere to the complaint policy on all written complaints.
3. All provider agency and member issues should be addressed through the provider agency complaint procedure.