



NOTIFICATION OF COMPLAINT PROCEDURES

If You Have a Human Rights Complaint or a Complaint of Mistreatment or Abuse You May File a Complaint and Receive a Response

I. POLICY:

It is the policy of Centro Las Americas, Inc., (CENTRO) to provide services that fully comply with all federal, state, and local regulations and applicable laws, and to adhere to explicit ethical standards throughout all facets of the organization's operations. CENTRO will ensure these conditions of operation are met through an organized and ongoing comprehensive corporate compliance program.

Who May Complain

You or another person including a family member, guardian, friend, or CENTRO staff have a right to complain on your behalf.

To Complain that Your Human Rights Were Violated:

Contact a CENTRO staff member or the Human Rights Officer who is specially trained and prepared to assist you. **Your Human Rights Officer is: Louise Jeffy**

To Complain of Mistreatment or Neglect:

Including an illegal, dangerous, or inhumane condition or incident, contact the Dept. of Developmental Services, through the Senior Investigator at the Regional Office. More information is available from DDS through www.mass.gov, or from the DDS Director of Investigations, 500 Harrison Ave., Boston, Mass. 02118, 617-727-5608.

To Complain of Abuse - serious physical or emotional injury due to an act or omission by a caretaker:

If you are disabled and between the ages of 18 – 59 years: Contact the Disabled Persons Protection Commission, 617-727-6465 during business hours and 800-426-9009 after hours.

If you are over age 59 years: Contact the Executive Office of Elder Affairs, 800-922-2275 available 7 days a week, 24 hours a day.

If you are under the age of 18 years or under the care of DCF: Contact the Dept. of Child and Family Services, 800-792-5200 available 7 days a week, 24 hours a day. Developmental Services.

CENTRO Staff Are Mandated Reporters

CENTRO staff are trained and mandated to immediately report human rights complaints; allegations of mistreatment and neglect; and complaints of abuse to the appropriate external entity, and to CENTRO for prompt investigation and remediation.

Who Will Investigate

CENTRO responds to all complaints made to us, intervenes immediately to remedy the situation and reports appropriately to other entities. CENTRO's Human Rights Committee reviews all complaints. DDS investigates the neglect, mistreatment and abuse of people served through DDS. DPPC investigates serious physical or emotional injury caused by the act or omission of a



caretaker of a disabled person between the ages of 18-59. EOEA investigates the abuse of people who are over the age of 59. DCF investigates the neglect and abuse of people under the age of 18 or who are under the care of DCF.

There is no retaliation for filing a complaint. The above right to complain has been explained to me and I understand it.

Name: _____ Date: _____

Name: _____ Date: _____

11 Sycamore Street, Worcester, MA 01608