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Parent Grievance Policy

Optimized Autism Interventions LLC, (OAI) is committed to providing the highest quality ABA therapy to children with autism, while respecting the desires of the family to the greatest extent possible that does not reduce the quality of your child's treatment. Our BCBA staff has decades of experience working well with families, and as our priority (as well as yours) is to provide what is best for the child, we have resolved virtually all parent concerns quickly and informally. We sincerely hope that there will never be a need for this policy, but we are required to inform parents in advance of suggested ways to address any parent concerns or grievances promptly and with as little disruption to the child's program as possible. Parents should know these steps are suggestions, and they can always contact me (Audrey Gifford, BCBA, LABA) audrey.gifford@OAIautism.com, 860-896-8335, to resolve any concerns or for any other reason.

If a parent or guardian of an OAI client has a concern about a program issue (such as a skill you feel should be addressed more, differently, or not at all, or about anything involving the actual content of your child's program), and have not felt that your concern was adequately addressed with an informal conversation with the staff, please immediately contact your child's Clinical Program Director (BCBA). The Clinical Program Director will do his or her best to accommodate any parent concerns as long as it remains in the best interest of the child. If OAI staff need to make a written record of any such concerns, we will give you a copy if you request one. You can write any information you wish on that form as well.

If a parent or guardian of an OAI client has a concern about any OAI staff member, please immediately contact your child's Clinical Program Director (BCBA) and/or the president of the company if that is a different person. At OAI we understand that anyone coming into your home and working with your child needs to be someone you are comfortable with, and we will accommodate any requests for staff changes as much as we can without disrupting your child's program unnecessarily. If another solution (such as a training session with the staff member and the parents to make sure everyone is clear on the prescribed procedure) could be an effective option, we may offer that as an option. If OAI staff need to make a written record of any such concerns, we will give you a copy if you request one. You can write any information you wish on that form as well.

If, after following these steps, the matter is not resolved, the Clinical Program Director must refer the issue to the owner of the company if she is not already involved. The president will also try to offer a solution to the problem if possible.

If the matter is still not resolved, the parent or guardian will be advised of his/her rights to pursue the matter with funding agencies, insurers, and/or external authorities such as the Behavior Analysis Certification Board and their state's Behavior Analysis licensing boards. If the family decides to transition to a different service provider, OAI staff will offer the family an opportunity to ensure a smooth transition with as little disruption as possible to the child's therapy.