

Grievance Policy Guidance for EIDBI Agencies

This document provides guidance for developing a Grievance policy when applying for a provisional Early Intensive Developmental and Behavioral Intervention (EIDBI) license. Its purpose is to help agencies ensure people served receive respectful and responsive services. While this document provides recommendations, all providers must comply with requirements established by Minnesota Statutes, sections 256B.0949 and 245A.142.

Recommended policy components

A Grievance policy should be written and tailored to your organization and its staff. This policy may include the following components:

- Purpose
- Rights of the participant or guardian
- How to file a grievance
- How your organization will respond, including:
 - Timelines
 - Which staff will respond
 - When to escalate the grievance
- Documentation of a grievance
- Policy review schedule

For questions about the policies required for the EIDBI provisional license application, refer to the resources below, or contact the EIDBI Licensing Team at eidbi.licensing.dhs@state.mn.us or 651-431-6500.

Related resources

- [DHS Early Intensive Developmental and Behavioral Intervention \(EIDBI\) Benefit Manual](#)
- [EIDBI Licensing Homepage](#)
- Minnesota Statutes, sections [256B.0949](#) and [245A.142](#)