

# QUALITY ASSURANCE & CONSUMER RIGHTS

The Quality Assurance & Consumer rights department spearheads the Continuous Quality Improvement process, working with all Community Partners programs to ensure delivery of quality services to consumers and their families. This includes the development of procedures for planning, assessment, monitoring, and improvement of services.

The Quality Assurance department also conducts regular consumer satisfaction and outcomes surveys, and oversees Consumer Rights issues.

Community Partners is dedicated to ensuring that the individuals we serve are safe, and treated with dignity and respect at all times. All individuals with developmental disabilities have the right to be free from abuse, neglect and exploitation. In New Hampshire, a formal complaint procedure exists to guarantee this right.

As part of this procedure, it is the duty of all employees to report incidents of physical, emotional or sexual abuse and cases of neglect to the Quality Assurance & Consumer Rights department at Community Partners.

Specific training in this process occurs during the Consumer Rights Orientation Training which is part of every new employee's orientation.

If you are unsure whether an incident that you are involved in or have observed is reportable, the Quality Assurance & Consumer Rights department can assist you in making that determination.

You may contact the Chief Compliance & Quality Improvement Officer by calling 603-516-9300.