

## ADAMHS BOARD OF ERIE COUNTY

---

|                |   |                         |
|----------------|---|-------------------------|
| <b>TITLE:</b>  | 5-1 Mission and Program:<br>Client/Family Grievance | <b>EFFECTIVE DATE:</b>  |
| <b>NUMBER:</b> |   | <b>SUPERSEDES DATE:</b> |

---

### **POLICY:**

The ADAMHS Board will ensure that a consumer or his/her family member may file a written grievance with the ADAMHS Board regarding services. The Provider will be notified of any grievance(s) filed with the ADAMHS Board, and whenever possible, the ADAMHS Board will redirect the consumer or his/her family member to the Provider for resolution.

Clients receiving services from contracting Providers are protected by specific rights as listed in Policy VI A 13, Client Rights.

### **ACCOUNTABILITY:**

Administrative Committee, Executive Director, Client Rights Officer as indicated by Position Description

### **PROCEDURE:**

#### 1. **Definitions:**

***Complaint:*** A verbal complaint stating concerns; by notes taken by staff receiving the complaint.

***Grievance:*** A written complaint stating concerns, through written details.

***Reasonable Time:*** A reasonable time would be time in which objectivity can be reached in which to clearly, concisely state occurrence of event prompting complaint/grievance; e.g., five (5) working days.

- Any consumer or his/her family member may file a complaint with the offending contract agency or the ADAMHS Board within a reasonable period of time from the date the event occurred. The complaint will be directed to the Client Rights Officer of the ADAMHS Board. The ADAMHS Board shall monitor all complaints/grievances received by contract agency.
- The appropriate Provider will be notified of the complaint and the response of the ADAMHS Board staff to the consumer or his/her family member within three (3) working days of receiving the complaint. A copy of the notes taken of the complaint will be forwarded to the Provider.
- The Board's grievance procedures shall be available upon request.
- Upon receiving a grievance, the Board Client Rights Officer shall determine if an attempt for resolution had been made at the Provider level. If this has not been done, with written permission of the client or parent/ guardian, the Board Client Rights Officer will alert the Provider Client Rights Officer of the pending contact.
- The Provider shall respond to the complaint within five (5) working days of notification of the complaint. This response may be verbal, with a follow-up memo issued to the consumer (or his/her family member if consent has been received and forwarding address provided) stating that the consumer was satisfied or dissatisfied with the outcome. A copy of the Provider's follow-up memo shall be sent to the ADAMHS Board to monitor complaints to the Provider.
- If the consumer or his/her parent/guardian refuses to contact the Provider Client Rights Officer, the Board Client Rights Officer will follow the grievance procedures as described in item 8.
- If the Provider grievance procedures were followed without resolution, the Board Client Rights Office will promptly gather facts from the consumer or his/her parent/guardian. All other parties will be contacted, and attempts will be made for resolution. If a resolution is reached, a written statement of the results will be given to the consumer and the Provider, with the consumer or his/her parent/guardian's permission.
- Resolution of the grievance shall be attempted within twenty (20) working days from the date the grievance has been filed.

10. The consumer or his/her parent/guardian shall have the option to initiate a complaint with any or all of the following: Ohio Mental Health and Addiction Services; Ohio Legal Rights Services; U.S. Department of Health and Human Services; Attorney General's Office; Governor's Office of Advocacy for People with Disabilities; and State licensing or regulatory boards. A list of the organizations with proper addresses and telephones shall be given to the Consumer or his/her parent/guardian upon request.
11. Any relevant information about the grievance shall be made available, upon written request and the consumer or his/her parent/guardian's permission, to the contacted organizations listed in Item 10.
12. The board shall also keep records of grievances it receives, the subject of the grievances, and the resolution of each, and shall assure the availability of these records for review by the department of mental health upon request. The board shall summarize annually its records to include number of grievances received, types of grievances, and resolution status. The summary will include:
  - The number of grievances received;
  - The subject of grievances received; and
  - Resolution status of the grievance.
13. The Board shall annually forward to Providers within 30 days past the end of the fiscal year, the summaries to be utilized as part of the program planning/evaluation and quality assurance efforts.

APPROVED:

\_\_\_\_\_  
Board Chairperson

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date