



GRIEVANCE PROCEDURE

Clients who believe their rights have been violated, abused or denied may file a grievance with the agency or may file a grievance with any of the outside agencies listed at the bottom of this procedure. Although a grievance may be filed at any point, the agency encourages the grievance to be filed as soon as possible after the incident.

A grievance is a written complaint initiated either verbally or in writing by a client or by any other person or provider on behalf of the client regarding denial or abuse of any client's rights.

The following is the procedure detailing how to file a grievance with this agency. If the client or other person or provider acting on behalf of the client would like to file a grievance with an outside agency, the Client Rights Advocate will assist the client or person filing the grievance on behalf of the client. The Client Rights Advocate's information and outside organizations to whom a grievance may be filed with are listed at the end of this procedure.

Crime Victim Services, Client Rights Advocate:

Ryn Famer, Deputy Director
Crime Victim Services
330 N. Elizabeth St. 2nd Floor
419-222-8666
8:00 am - 4:30 pm

To file a grievance with this agency, the client or person acting on behalf of the client shall prepare a written statement that describes the incident or situation being grieved. The grievance may be made verbally to the Client Rights Advocate who will then prepare a written text of the grievance. The grievance must include the date, approximate time, and description of the incident, including the names of individuals involved in the incident or situation being grieved. The grievance must be signed by the client or the individual that filed the grievance on behalf of the client. If the grievance is prepared by the Client Rights Advocate, the Client Rights Advocate shall include an attestation that the written grievance is a true and accurate representation of the client's grievance.

Once the grievance is given to the Client Rights Advocate, the client or person filing the grievance on behalf of the client will be provided with a written acknowledgment of receipt of the grievance. The receipt will be provided to the client or person filing the grievance on behalf of the client within three (3) business days. The receipt will include the following:

1. The date the grievance was received;
2. A summary of the grievance;
3. An overview of the grievance investigation process;
4. Timetable for completion of the investigation and notification of the resolution;
5. Agency information (Provider contact: name, address and telephone number).

The Client Rights Advocate will be responsible for investigating the grievance situation or incident. The investigation may include speaking with all parties involved in an attempt to achieve a timely resolution. At the conclusion of the Client Rights Advocate's investigation, a resolution or remedy will be presented to the client or person who filed the grievance on behalf of the client. If the client or person who filed the grievance on behalf of the client feels that the resolution presented is not acceptable, the client has the right to ask the Client Right Advocate to escalate the grievance to the Executive Director or will be assisted in filing a grievance with one or more agencies listed at the end of this procedure. The grievance process will conclude within twenty (20) business days of receiving the grievance. If extenuating circumstances occur that require additional time to resolve the grievance, written documentation of the extension will be provided to the client or the person filing the grievance on behalf of the client. At the conclusion of the grievance process, a written statement and explanation of the results will be given to the client or person that filed the grievance on behalf of the client.

If the Client remains unsatisfied through any stage of the process, they may initiate a complaint with an outside entity, including the following:

Mental Health and Recovery Services Board of Allen, Auglaize and Hardin
529 S. Elizabeth St.
Lima, Ohio 45801
419-222-5120 x27
www.wecarepeople.org

Putnam County ADAMHS Board
835 North Locust Street, P.O. Box 410 Ottawa, OH 45875
Phone: 419-523-0027
Fax: 419-523-5978
www.pcadamhsbd.org

Ohio Department of Mental Health and Addiction Services
30 East Broad Street, Suite 742
Columbus, OH 43215-3430
614-466-2596
www.mha.ohio.gov

Disability Rights Ohio
200 S. Civic Center Drive #300
Columbus, OH 43215
614.466-7264 or 800.282.9181
TTY: 614.728.2553
www.disabilityrightsohio.org

US Department of Health and Human Services
Office for Civil Rights, Region V
233 North Michigan Avenue, Suite 240
Chicago, Illinois 60601
312.886.2359; TTY: 312.353.5693

MONITORING AND IMPLEMENTATION OF THE GRIEVANCE PROCEDURE

The Client Rights Advocate maintains a record of all grievances filed, including a grievance log that briefly summarizes each grievance and its outcome, written grievance forms that detail the subject matter of the complaint, the process used, and any actions taken regarding the resolution/ remedy

of the grievance documentation of any circumstances for extending the time period for resolving grievances beyond the twenty business days. All records concerning grievances will be maintained by the agency for at least two (2) years.

The Client Rights Advocate will provide any necessary reports to appropriate bodies, such as the local Mental Health and Recovery Board, in the required format and at the required intervals. Incident reports will be filed with the Ohio Department of Mental Health and Addiction Services within 24 hours of the discovery of the incident, if applicable.

The Client Rights Advocate reports monthly to the Executive Director regarding any client grievances and prepares an annual written summary of client grievances, if any exist, for review and incorporate any findings into the agency's performance improvement plan. All Staff will be provided training on Client Rights Grievance procedures in Onboarding training.