



**Section:** Rights of Persons Served

**Initial:** 08/87

**Revised:** 02/16

**Title:** Client Grievance Procedures

**Reviewed:** 02/16

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**Intent**

The purpose of these procedures is to ensure the responsive and impartial resolution of client grievances.

**Definitions:**

*Client Grievance*, for the purposes of this document, refers to a written complaint initiated either verbally or in writing by a client or representative of the client regarding denial or abuse of any client.

A grievance may be in regard to denial or abuse of any of the client's rights. However, a client complaint of a nature that does not clearly violate the individual's rights may be address through the grievance procedure at the request of the client and considered thereafter a "grievance".

**Procedures:**

1. Any person who believes he/she has been discriminated or has had a violation of their rights has the right to file a grievance. The filing of a grievance is not time-limited.
2. The grievance may be initiated either verbally or in writing by a client or by any other person on behalf of the client.
3. Assessment of the client's complaint may consist of the client's reports (including the perceived problem and expected resolution), review of client records and interviews with SCI staff.
4. The agency will make a resolution decision on the grievance within 21 days of receipt of the grievance. If extenuating factors exist that would extend this time, documentation will be provided of these factors.
5. The procedure for filing a grievance is outlined below:
  - a. The Agency CRO/Designee will be accessible to the client/griever by phone and voice mail.

**Contact/refer to:**

Client Rights Officer  
3095 Kettering Blvd., 3<sup>rd</sup> Floor  
Dayton, Ohio 45439  
Phone: 534-1356  
FAX: 534-1353

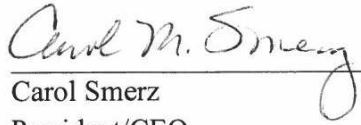
Available: M-F, 8:00 am – 5:00 pm

- b. The CRO/Designee will address the grievance in accordance with the *Grievance Procedure Flow* found as an addendum to these procedures.
- c. The CRO/Designee will meet with the client/griever within days of initial contact by the client/griever. During this meeting,

- a. the client/griever will complete a **Grievance Form** (*see attached*). All fields must be completed, including the date, time, and description of the incident as well as all involved parties.
  - b. If the client/griever requests help in completing the form, the CRO/Designee will assist in the completion of the form.
  - c. A copy of the Grievance Form will be provided for the client.
  - d. The Grievance Form must be signed and dated by the client or representative of the client.
  - e. The CRO/Designee will forward the original Grievance Form to the supervisor of the person being grieved against within two (2) working days.
  - d. Upon receipt of the Grievance Form, the supervisor will review the grievance with the person being grieved against and respond by completing a Grievance Follow-Up Form. The Grievance Follow-Up Form will be returned to the CRO/Designee within ten (10) working days.
  - e. Upon receipt of the Grievance Follow-Up Form, the CRO/Designee will review the supervisor's response and send a letter of response to the client within two (2) calendar days.
  - f. If the client/griever does not feel the grievance has been resolved through the letter of response, the client/griever may appeal the response by contacting the CRO/Designee within five (5) working days.
  - g. Upon notification of the wish to appeal, the CRO/Designee and CEO/designee must meet with the client/griever within five (5) working days to hear the appeal.
  - h. After the appeal is heard, the CEO/designee will send an appeal response to the client/griever within five (5) working days.
  - i. If the client/griever does not feel the appeal response is satisfactory, the client/griever may pursue the grievance outside of the agency by contacting the CRO/Designee.
  - j. Upon notification of the wish to pursue the grievance outside of the agency, the CRO/Designee will send the client/griever. A letter listing appropriate local, state and federal civil rights organizations (see attached **Local, State and Federal Civil Rights Organizations**).
5. Written notification in the form of a summary letter will be provided as requested by the client and will address the acts taken in response to the client grievances. These letters are to be written in a manner that is understandable to the client.
  6. Upon request by the client/griever, information about the grievance will be provided to one or more of these outside entities.
    - a. The alternate Client Rights Officer is the President/CEO in the case that the CRO/Designee is unavailable or the grievance presents a conflict of interest for the CRO.
    - b. Grievances involving discrimination, or grievances against the Client Rights Officer, shall be referred directly to the Director of Human Resources, as acting EEO Officer.

- c. An investigation of the grievance shall be conducted, with an opportunity given to all interested persons and their representatives (if any) to submit evidence related to the grievance.
  - d. The President/CEO guarantees the CRO/Designee full support to take all necessary steps to assure compliance with this grievance procedure.
- k. Clients have the option of filing a grievance with outside organizations. A listing of these organizations will be posted in each waiting room area.

Approved:

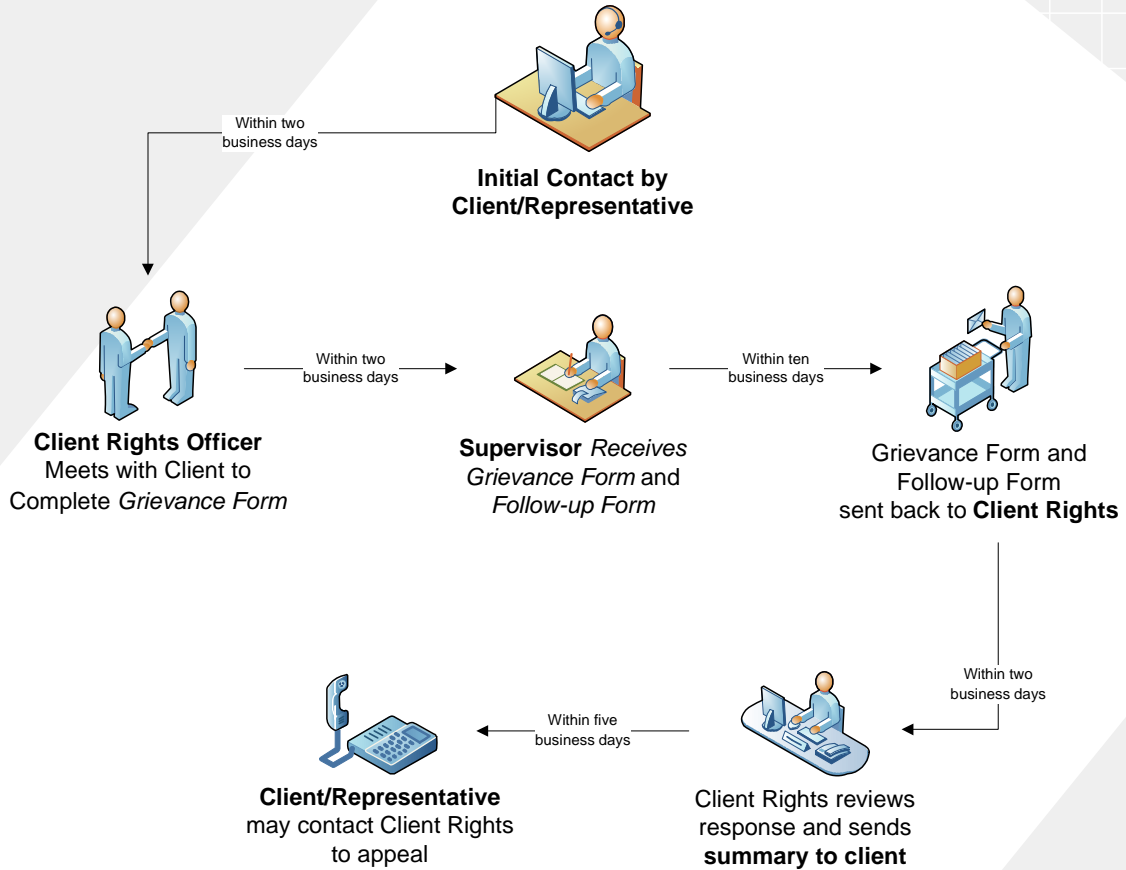
	<u>2/12/16</u>
<hr/> Carol Smerz	Date
President/CEO	

# Local, State and Federal Civil Rights Organizations

Clients who believe their rights have been violated have the right to file a grievance with outside organizations. Below is a listing of some resources.

1. **Alcohol, Drug Addiction & Mental Health Services Board of Montgomery County**  
409 East Monument Avenue - Suite 102  
Dayton, Ohio 45402  
(937) 443-0416      FAX: (937) 461-2204
2. **Ohio Department of Alcohol and Drug Addiction Services**  
Two Nationwide Plaza - Civil Rights Officer  
280 North High Street - 12th Floor  
Columbus, Ohio 43216-2536 (614) 466-9011      TDD: (614) 644-9140
3. **Office for Civil Rights**  
Department of Health & Human Services  
105 West Adams Street, 16th Floor  
Chicago, Illinois 60603      (312) 88602359      TDD: (614) 353-5693
4. **Ohio Department of Mental Health**  
30 East Broad Street  
Columbus, Ohio 43215      (614) 466-4742
5. **Ohio Legal Rights Service**  
8 East Long Street  
Columbus, Ohio 43215      1-800-282-9181
6. **U.S. Department of Health and Human Services**  
Office for Civil Rights  
300 South Wacker Drive  
Chicago, Illinois 60606      1-312-886-5078
7. **Other appropriate professional regulatory and/or licensing associations.**

# Grievance Procedure Flow



## If you wish to appeal

1. Clients/representative may meet with the **CEO/Designee** within five business days of the appeal. An appeal response will be sent by the CEO/Designee within five days of this meeting.
2. Clients/representative may pursue a grievance with an **organization/agent** outside of the agency. The Client Rights Officer can provide you with information about resources available to you.

**IF YOU BELIEVE YOU'RE  
RIGHTS AS A  
SOUTH COMMUNITY  
CLIENT HAVE BEEN  
VIOLATED ...**

WE ENCOURAGE *SOUTH COMMUNITY* CLIENTS  
TO FEEL FREE TO CALL THE AGENCY

**CLIENT RIGHTS OFFICER**

IF ANY QUESTIONS REGARDING YOUR RIGHTS OR  
IF AN INCIDENT OF RIGHTS VIOLATION OCCURS.

**CLIENT RIGHTS LINE\***

937 534-1356

**OHIO DEPARTMENT OF MENTAL HEALTH**

1-888-636-4889

\*Messages left on the **CLIENT RIGHTS LINE** are returned within one business day.  
*South Community's* Client Rights Officers are Kevin Berger and Anita Koerner