

CONSUMER GRIEVANCE/COMPLAINT PROCEDURE
(For Services Provided or Denial of Services
Or Person Involuntarily Dismissed from a Program)

Step 1

A written grievance/complaint, either written by the consumer or by a staff member at the request of the consumer, may be presented to your counselor or his/her supervisor. A copy of the complaint will be furnished to the Clinical Director on the day the complaint is received.

You may be asked to meet with your primary staff member and/or his/her supervisor to discuss your grievance/complaint.

You will receive a written or verbal reply to your grievance/complaint within five (5) working days. Verbal reply shall be documented in writing.

Step 2

In the event your grievance/complaint is not resolved after such a meeting, you may request a meeting with the Clinical Director.

The Clinical Director will reply to your grievance/complaint within five (5) working days.

Step 3

If the grievance/complaint is not resolved after Step 2, you may request a hearing with the Continuous Quality Improvement (CQI) Committee.

Within five (5) working days after the meeting, you will receive a response with a copy to be filed with minutes of the CQI Committee meeting.

Step 4

If the grievance/complaint is not resolved after Step 3, you may request a meeting with the Executive Director.

Within five (5) working days you will receive a response.

Step 5

If your grievance/complaint is not resolved after Step 4 you may request a meeting with East Central Mental Health Center Board of Directors. The decision of the Board of Directors is final.

Consumers exercising their rights to use the grievance/complaint procedure shall be free from interference, coercion, intimidation or reprisal. A complaint against an employee does not mean that any disciplinary action will automatically be taken against said employee.