

GRIEVANCE PROCEDURE

QUICK REFERENCE

- 1. Client reports complaint.**
- 2. Client Rights Officer (CRO) or designee collects information in the Grievance Log for record.**
- 3. Prompt contact for early intervention.**
- 4. Client Rights Officer investigates complaints. Gathers facts, speaks and tries for quick resolution.**

If not resolved—

- 1. Client and CRO will meet with one of the following as impartial persons to hear the grievance (Executive Director, Special Committee, Board Representative). A written statement of results should be given to the client.**

If not resolved—

- 1. Client should be advised and referred to outside entities. CRO may assist client in contacting any resource upon request.**

OUTSIDE ENTITIES ARE LISTED ON THE BACK OF THIS BROCHURE.

* Gallia, Jackson, Meigs Board of Alcohol, Drug Addiction and Mental Health Services 53 Shawnee Lane, Gallopis, OH 45631 (740) 446-3022

* Ohio Department of Mental Health
30 East Broad Street, Suite 1180
Columbus, OH 43215 (614) 466-2596

*The Ohio Legal Rights Services
8 East Long Street, 6th Floor
Columbus, OH 43266-0410 (614) 466-7264

*Attorney General's Office
Medicaid Fraud Control System
30 East Broad Street, 17th Floor
Columbus, OH 43266-0410 (614) 466-4320

*Governor's Office of Advocacy for People with Disabilities
8 East Long Street,, Columbus, OH 43266
(614) 466-9956

*U.S. Department of Health & Human Services,
Office for Civil Rights, Region V
300 S. Wacker Drive, Chicago, IL 60606
Attn: Marilyn Brusherd (312) 886-5078

*Counselor & Social Worker Board
65 S. Front Street, Suite 210
Columbus, OH 43266-0329 (614) 466-0912

*State Medical Board
65 S. Front Street, Suite 510
Columbus, OH 43266 (614) 466-3947

* Nursing Education & Nurse Registration Board
65 S. Front Street, Room 509
Columbus, OH 43266
(614) 466-3947

* Stat Board of Psychology
65 S. Front Street, Suite 507
Columbus, OH 43266
(614) 466-8088

Upon request, all relevant information about the grievance may be provided to one or more of these organizations with whom a person has filed a complaint.



Woodland
Centers, Inc.

CLIENT GRIEVANCE PROCEDURE

November 2003

GRIEVANCE PROCESS

Woodland Centers, Inc. gives the Client Rights Officer full support to take all necessary steps to assure compliance with all Client Rights and Grievance Procedures and to assist the client in preparation and filing of a grievance.

The Client Rights Officer for Woodland Centers, Inc. is:

Velma Williams

3086 State Route 160

Gallipolis, OH 45631

8:00 a.m.—5:00 p.m.

Monday—Friday

Phone: (740) 446-5500

After hours or weekends:

(740) 446-5554

Or

1-800-252-5554

The process and steps which shall be followed in case of an alleged violation of Client Rights are as follows:

STEP ONE

The client or client representative shall report the complaint to the Client Rights Officer or to agency staff persons at the work site center or clinic where the alleged violation took place. The staff receiving the complaint will record pertinent information in the client grievance log. If a complaint is logged by a staff member other than the Client Rights Officer, the Client Rights Officer shall be notified within one (1) working day of the complaint. If the Client Rights Officer is unavailable or is the subject of the grievance, notification shall be given to the Executive Director.

Prompt consideration shall be given to the resolution of any grievance which involves a violation of Client Rights. The written grievance must include the date, time and description of the incident/situation and name(s) of person(s) involved, name of person to whom the grievance is to be given, and be signed and dated by the client. All staff will facilitate this process by providing the client assistance when needed in the reporting and writing of a complaint. Client will be promptly informed of the right to file a complaint with outside entities as listed on the back of this brochure.

STEP TWO

The Client Rights Officer or designee investigates the complaint and attempts to resolve the grievance within five (5) working days. If the grievance is resolved, a written statement of the results shall be given to the client, or to the grievant if other than the client, with the client's written permission. The agency Authorization for Release of Information shall be used to document client's permission to release the results.

STEP THREE

If the complaint is not resolved at Step Two, the client is requested to complete a written complaint. The Client Rights Officer will assist the client and meet with the Executive Director to hear the grievance within five (5) working days. If the grievance is resolved, a written statement of the results shall be given to the client or to the grievant if other than the client, with the client's permission. If not resolved, it may be referred to a special committee of the Board or a Board representative. This action may allow an additional five (5) days for resolution.

If resolution is not reached, the client shall be advised in writing of the findings and referred to outside resources. The agency Authorization of Release of Information shall be used to document client's permission to release the results. Woodland Centers will observe a time line not to exceed twenty (20) working days from date of filing.