

## CLIENT GRIEVANCE PROCEDURE

\_\_\_\_\_  
Client I.D. Number

If a client has a grievance with either the program or the staff, they should follow this procedure:

1. Discuss the issue with the client's primary counselor, who must meet with the client within five working days of the request.
2. If this discussion is not satisfactory to the client, they should file a written grievance with the Client Rights Officer. The Client will be provided a copy of the grievance at initial intake and upon request. The Client Right's Officer will assist the client in completing the grievance form, which includes date and client signature or signature of individual filing on their behalf, time, description, and names of individuals involved in the incident.
3. The Client Rights Officer will collect information regarding the grievance in the Grievance Log.
- 3a. The Client Rights Officer will provide a written acknowledgement within 3 working days to the grievant. The written acknowledgement shall include, but not be limited to, the following:
  - (a) Date grievance was received.
  - (b) Summary of grievance.
  - (c) Overview of grievance investigation process.
  - (d) Timetable for completion of investigation and notification of resolution.
  - (e) Treatment provider contact name, address, and telephone number.
4. The Client Rights Officer will investigate the situation and then meet with the client to attempt to resolve the grievance. This meeting shall take place no more than ten (10) working days from the date on which the written grievance is received. The program will make a resolution decision on all grievances within 20 business days of receipt of the grievance. In the case of extenuating circumstances, the 20 business day period can be extended with written approval of the CEO and documented in grievance file with written notification given to client. The griever will be informed of her/his rights to have a representative present at this and any other meeting(s). The griever may choose an agency staff member, a Drug Addiction and Mental Health Services Board member, or anyone else desired. Representation is not required.

If the grievance is resolved, a written statement and explanation shall be given to the client.
5. If the grievance is not resolved within the agency, the Client Rights Officer will assist the client in filing the grievance with the Client Rights Officer of the Mental Health and Addiction Services Board if the client wishes to pursue this avenue.

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6. The client has the option to file a grievance with outside organizations that include, but are not limited to: Alcohol, Drug Addiction and Mental Health Services Board; Ohio Department of Mental Health and Addiction Services; Ohio Legal Rights Services; U.S. Department of Health and Human Services; and Civil Rights Regional Office in Chicago, Illinois.
7. All information collected regarding a grievance shall be kept in the Grievance Log. The information shall be available upon request **with a signed release from the client**, to all agents listed in Addendum 1. Said information shall also be available upon request to the client.
8. In the event that the grievor is someone other than the client, the information referred to in No. 7, above, shall be available to the grievor **IF THERE IS A SIGNED RELEASE FROM THE CLIENT**.
9. This procedure shall be conspicuously posted.
10. The Client Rights Officer shall provide a copy of this grievance procedure to anyone upon request.
11. In the event that the Client Rights Officer is unavailable or is the subject of the grievance, an alternate will be assigned by the Chief Executive Officer (CEO) of the agency.
12. The agency shall provide that every staff person, including administrative, clerical, support and direct service staff, has clearly understood, specified and continuing responsibility immediately to advise any client or any other person who is articulating a concern, complaint, or grievance, about the name and availability of the agency's Client Rights Officer and the complainant's right to file a grievance.
13. The agency Client Rights Officer shall assure the keeping of the records (copies) of grievances received, the subject matter of the grievances, the resolution of the grievances, and copies of letters to clients reflecting resolution of the grievances for a minimum of two (2) years. The agency records shall be available for review by the Alcohol, Drug Addiction and Mental Health Services Board and the Ohio Department of Mental Health and Addiction Services upon request.
14. The agency shall provide for the Alcohol, Drug Addiction and Mental Health Services Board and the Client Rights Officer's annual summary of the number of grievances received, type of grievances, and the resolution status of the grievance.

15. The agency shall provide for the Client Rights Officer to take all necessary steps to assure compliance with the grievance procedure.

Explanation of the Client Grievance Procedure is available upon request. For further explanation of the client rights or client grievance procedure, you may request the services of the Client Rights Officer. Assistance from the Clients Rights Officer may be requested either orally or in writing. Requests may be made through any member of the staff, or you may contact the Client Rights Officer directly. Write or call:

Miria Minch, Client Rights Officer  
Recovery Services of Northwest Ohio  
514 ½ Third Street  
Defiance, OH 43512  
Telephone: (419) 782-9920  
M-F 8:30am-5:00pm

Disability Rights Ohio  
200 Civic Center Drive, Suite 300  
Columbus, OH 43215  
Telephone: (614) 466-7264  
1-800-282-9181

Office for Civil Rights  
Department of Health and  
Human Services  
233 N. Michigan Ave.  
Suite 240  
Chicago, IL 60601  
Telephone: (800) 368-1019  
TDD: (800) 537-7697

Four County ADAMhs Board  
T761 State Route 66  
Archbold, OH 43502  
Telephone: (419) 267-3355

Clients Rights Office  
Ohio Department of Mental Health  
and Addiction Services  
30 East Broad St., 8<sup>th</sup> Floor  
Columbus, OH 43215-3430  
Telephone: (614) 466-2596

Ohio Legal Rights Service  
50 West Broad Street, 1400  
Columbus, OH 43215-5923  
Telephone: 1-800-282-9181 or  
614-466-7264

Counselor and Social Worker and Marriage and Family Therapy Board  
77 S. High Street, 24<sup>th</sup> Floor, Room 2468  
Columbus, Ohio 43215-6171  
Telephone: (614) 466-0912

State Medical Board of Ohio  
30 East Broad Street, 3<sup>rd</sup> Floor  
Columbus, Ohio 43215  
Telephone: (614) 466-3934

Ohio Board of Nursing  
17 South High Street, Suite 660  
Columbus, Ohio 43215-3466  
Telephone: (614) 466-3947

U.S. Department of Health and Human Services  
200 Independence Avenue, S.W.

Washington, D.C. 20201  
Telephone: (202) 619-0257 or  
(877) 696-6775

Ohio Credentialing Board of Chemical Dependency Professionals  
77 South High Street, 16<sup>th</sup> Floor  
Columbus, Ohio 43215  
Telephone: (614) 387-1110

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Signature of Client	Date	Witness	Date
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Distribution: 1 Copy to Client; 1 copy to Client File  
Rev. 11/19

**CLIENT GRIEVANCE FORM**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Problem (Please explain)

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\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

Action: (CEO)

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\_\_\_\_\_  
CEO

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

**SECTION 504 GRIEVANCE PROCEDURES**  
(For Clients and Employees)

Section 504 of the Rehabilitation Act prohibits discrimination based on disability. In accordance with Section 504 Regulation, any program participant (patient, resident, etc.), participant representative, prospective participant or staff member who has reason to believe that they have been mistreated, denied services or discriminated against in any aspect of services or employment because of disability may file a grievance. In order to implement this policy, this agency has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Health and Human Services regulation (45 CFR Part 84) implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794). Section 504 states, in part, that "no otherwise qualified individual with disability . . . shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. . ." The law and regulations may be examined in the office of:

Miria Minch, 504 Coordinator, Recovery Services of Northwest Ohio, 514 ½ Third Street, Defiance, Ohio 43512 Telephone: (419) 782-9920  
Monday – Friday 8:30 a.m. – 5:00 p.m.

who has been designated to coordinate the efforts of Recovery Services of Northwest Ohio to comply with the regulations.

1. A grievance must be submitted to the Section 504 Coordinator within 180 days of the date the person filing the grievance became aware of the alleged discriminatory action. This time frame may be waived by the Coordinator if extenuating circumstances existed which justifies an extension.
2. A grievance must be in writing, contain the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
3. The Coordinator, or her/his designee, shall conduct such investigation of the complaint as may be appropriate to determine its validity. These rules contemplate through investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint. Under Section 504 of the Rehabilitation Act, 45 CFT 84.7(b), the agency need not process complaints from applicants for employment.
4. The Section 504 Coordinator will maintain the files and records of RSNWO relating to such grievances.

5. The Section 504 Coordinator shall issue a written decision determining the validity of the grievance no later than 10 days after its filing.
6. If the grievance has not been resolved at this point, the Section 504 Coordinator should forward it to Recovery Services of Northwest Ohio's Chief Executive Officer who shall have an additional 10 days to resolve the grievance.

The Recovery Services of Northwest Ohio's Chief Executive Officer shall notify the grievant in writing of the decision and list the evidence on which the decision is based.

7. If the complaint is still unresolved, the grievant may request, in writing, that the Chief Executive Officer submit the grievance to the Board of Directors. The Board shall have 30 days to resolve the grievance. If the grievance is then unresolved, the grievant will be advised in writing of the right to file a complaint with the appropriate local, state, and federal civil rights offices and will be provided with the names and addresses of such offices, including the Office for Civil Rights of the U.S. Department of Health and Human Services at 233 North Michigan Avenue, Suite 240, 16<sup>th</sup> Floor, Chicago, IL 60603.

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