



Complaints and Grievance Procedure Notice

Clients will receive a copy of the Grievance Procedure Notice at time of admission.

The grievance procedure must be posted in a place visible to clients and made available upon a client's or former client's request.

Procedure:

Complaint. A verbal statement that a situation is unsatisfactory or unacceptable. Complaints are dealt with here and now and resolution occurs immediately in person or by phone. A written document that is not on the grievance form indicating that a situation is unsatisfactory or unacceptable will follow the complaint process.

1. If an individual has a complaint, the individual making the complaint is encouraged to express their opinions, recommendations, and concerns, when appropriate to the staff person(s) on duty. If resolution is achieved no further action is taken.
2. If the client and staff cannot come to a resolution then the complaint is escalated to a Manager, Supervisor, or Director. If resolution is achieved, no further action will be taken.
3. If this is not appropriate and/or cannot be resolved at the Manager, Supervisor, or Director level, the grievance procedure will be offered and explained to the client.

Grievance. A written report on the grievance form by clients of alleged unethical, illegal, or grossly negligent acts, or serious violation regarding center policies, procedures, staff or services. Grievances will involve a written response in the form of an initial letter to the client regarding the grievance with a reasonable amount of time (typically within 24 hours, Monday-Friday or the next business day in the event of a weekend or holiday) but no later than three (3) days of a staff member's receipt of the grievance. The initial letter will indicate that the grievance was received, is under investigation, parties involved have been notified, and a formal written response will be sent from the Executive Director (highest level of authority in the agency) to the client within 30 days.

1. If an individual wants to pursue a formal grievance, staff will assist the client in developing and processing the grievance by completing the Grievance form and submit to the Director of Compliance for review and investigation.
2. The client will receive an initial response from the facility within three (3) days of a staff member's receipt of the grievance.
3. The client will receive the final written resolution from the facility within 30 days from the date the grievance was filed.
4. If the final written resolution regarding a specific grievance is not satisfactory to a client, the client may appeal to:

<ul style="list-style-type: none"> ▪ MN Department of Health 625 Robert St N St. Paul, MN 55155 651.201.5000 	<ul style="list-style-type: none"> ▪ Department of Office of Health Facilities Complaints (OHFC) PO Box 64970 St Paul, MN 55164-0970 651.201.4201 or Toll Free: 1.800.369.7994
<ul style="list-style-type: none"> ▪ Department of Human Services Licensing Division 444 Lafayette Rd PO Box 64242 St. Paul, MN 55164-0242 651.431.6500 	<ul style="list-style-type: none"> ▪ Office of Ombudsman for Mental Health & Developmental Disabilities 121 Seventh Place E, Suite 420-- Metro Square Building St Paul, MN 55101-2117 651.757.1800 or Toll Free: 1.800.657.3506 TTY/ Voice: MN Relay Service 1.800.627.3529
<ul style="list-style-type: none"> ▪ MN Board of Behavioral Health & Therapy 2829 University Ave SE, Suite 210 Minneapolis, MN 55414 612.548.2177 	<ul style="list-style-type: none"> ▪ Secretary of the Federal Department of Health & Human Services 200 Independence Avenue SW Washington, DC 20201 202.690.7000 or Toll Free: 1.877.696.6775
<ul style="list-style-type: none"> ▪ MN Department of Health Alcohol and Drug Counselor Licensing Program 121 E 7th Place, Suite 400 St Paul, MN 55101 651.280.5617 	

Documentation. All grievances must be retained for 6 years.

NOTE: This notice is effective until content is changed or revised