

**NEW HORIZONS MENTAL HEALTH SERVICES
ADMINISTRATIVE POLICY**

CLIENT GRIEVANCE

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Title (If Different)	
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PURPOSE:

The purpose of this policy is to define workforce member responsibilities regarding the client grievance policy, pursuant to Ohio Administrative Code Section 5122-26-18, Client Rights & Abuse and CARF.

POLICY:

Any person served may make a formal complaint to the Agency. The Agency shall not retaliate nor create barriers to service in response to a formal client complaint. Staff shall make every effort to resolve any complaint in a timely manner.

If necessary, clients who express grievances are provided with assistance by the Client Rights Officer in every phase of the process including the filing, investigation and presentation of the grievance. The Agency will provide written response to a grievance within 20 working days from the date a grievance is received.

This grievance policy shall be posted in every building operated by the Agency where clients are served and copies distributed as requested.

The Chief Executive Officer shall provide the Board of Directors with an annual grievance summary report. A review of formal complaints is conducted annually by the Continuous Quality Committee (CQC), which determines any trends, areas needing performance improvement, and actions to be taken.

The Agency policy for the retention and destruction of records include a provision for ceasing any destruction of records in the event that a legal process is initiated against the Agency.

Procedure #5.09: Client Rights and Grievance Procedure, details specific implementation mechanisms.

RESPONSIBILITIES:

The Clients Rights Officer shall insure Agency compliance with this policy.

Other Client Rights Officer roles are specified in Procedure #5.09.

All staff shall be familiar with this policy and shall assist any client with a question or complaint.