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Organizational Unit: Agency Operations  
Program Area: Agency Wide  
Subject: Clients Rights: Grievance Procedures  
ODMH Rule: 5122-2-1-02  
ODJFS: 5101:2-5-13 (A) (8)  
COA: CR.3, ETH 1

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Initial Date: 6/95  
Last Revised: 4/17  
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Last Approved: 4/17

## Clients Rights & Grievance Procedures

### Policy/Purpose:

The purpose of these procedures is to insure the responsive and impartial resolution of client grievances.

### Procedures:

1. A grievance is any question of controversy between the Agency and clients, constituents or other agencies involving:
  - a. any claim that quality of care has been deficient;
  - b. any claim that administrative practices have caused undo stress;
  - c. any claim that CSS has unlawfully discriminated against a client on the basis of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, handicap, developmental disability, inability to pay or HIV infection, AIDS related complex, AIDS or TB;
  - d. any denial or abuse of client's rights.
2. Clients, constituents and other agencies shall be made aware of their rights to grieve.
  - a. Clients will receive, upon intake, a brochure outlining their rights.
  - b. Copy of CSS Grievance Procedures will be posted in a place accessible to clients at each program site where services are provided.  
A copy of the Grievance Procedure will be made available upon request.
  - c. A notice will be posted in each service unit identifying the Agency Client Rights Officer and how to access him/her.
  - d. A procedure for resolving differences shall be included in all inter-agency agreements.
  - e. All agency staff shall be familiar with Client Grievance Procedures and be able to assist clients as needed in filing a grievance. Staff will be expected to explain any and all aspects of the Grievance Procedure upon client request. All agency staff shall be trained in the Grievance Procedures at the time of their initial orientation. There shall be evidence in each staff member's personnel file that she/he received a copy of the Grievance Procedures and has agreed to abide by it.
3. To have a client grievance addressed, clients must follow the step-wise process outlined below:
  - a. Clients will normally express concerns/complaints to their assigned counselor/social worker and/or supervisor involved in working with them, who will attempt to resolve the problem. If a satisfactory resolution is not reached, the client must present the grievance in writing to the Client Rights Officer. The grievance must be dated

and signed. The grievance should include the date/time, description and names of individuals involved in the incident/situation being grieved. A client may appoint a representative to designee who can act on the client's behalf and proof of authorized written consent and release of information from the client, or the Client Rights Officer may represent the grievant.

The Clients Rights Officer is:

Carrie Craig  
Director of Finance and Administration  
922 W. Riverview Avenue  
Dayton, Ohio 45402-2424  
(937) 223-7217  
Monday - Friday, 8:30 a.m. to 5:00 p.m.

The alternate Client Rights Officer is the Chief Executive Officer should the CRO be unavailable or the grievance directly involve or present a conflict of interest for the CRO. Complaints of discrimination shall be referred directly to the Director of Finance and Administration, as Acting EEO Officer.

b. The Client Rights Officer shall call and/or meet with the client, or authorized griever, within five (5) working days of the receipt of the written grievance. The Client Rights Officer shall attempt to achieve satisfactory resolution of the grievance within five (5) working days of the initial contact with the client, or authorized griever.

c. If the Client Rights Officer does not achieve resolution of the grievance, the client may present the written grievance to the Executive Director who will investigate the grievance. Based upon the investigation the Executive Director will advise the grievant of his/her decision within five (5) working days of receiving the grievance.

d. The entire grievance procedure is not to exceed twenty (20) days. All resolutions will be presented to the client in writing.

e. If the griever is still dissatisfied, he/she will be informed of their option to initiate a grievance with any one of the following agencies that include but are not limited to:

1. Advocacy & Clients Rights Officer  
Alcohol, Drug Abuse & Mental Health Services Board -  
For Montgomery County  
409 E. Monument Ave, Suite 102  
Dayton, Ohio 45402  
(937) 443-0416

Advocacy& Clients Rights Officer  
Tri county Board of Recovery and Mental Health Services  
For Miami Darke and Shelby Counties  
1100 Wayne Street, Suite, 4000  
Troy Ohio 45373  
937-335-7727 x207

FAX 937-335-8816

2. Office of Consumer Advocacy and Protection  
Ohio Department of Mental Health  
30 E. Broad Street, 8th Floor  
Columbus, Ohio 43215-3430  
(614) 466-2333  
1-877-275-6364  
FAX: (614) 466-1571
  3. Disability Rights Ohio  
50 W. Broad Street, Suite 1400  
Columbus, Ohio 43215-5923  
(614) 466-7264  
1-800-282-9181  
FAX: (614) 644-1888
  4. Ohio Attorney General Mike DeWine  
30 E. Broad St., 14th Floor  
Columbus, OH 43215  
1- 800-282-0515 Local: 614-466-4986
  5. Ohio Client Assistance Program  
50 W. Broad Street, Suite 1400  
Columbus, OH 43215-5923  
Tel: (614) 466-7264 (800) 282-9181
  6. U.S. Department of Health & Human Services  
Office for Civil Rights - Region V  
233 N. Michigan Ave, Suite 240  
Chicago, IL 60601  
(312) 886-2359; (312) 353-5693 (TDD)  
FAX: (312) 886-1807
  7. The State of Ohio Counselor, Social Worker, and Marriage and  
Family Therapist Board  
77 S. High Street, 24<sup>th</sup> Floor, Room 2468  
Columbus, Ohio 45215-6171  
(614) 466-0912  
[www.cswmft.ohio.gov/ethics](http://www.cswmft.ohio.gov/ethics)
  8. The Ohio Department of Job and Family Services  
100 E. 8<sup>th</sup> Street, 4<sup>th</sup> Floor  
Cincinnati, OH 45202  
(513)-852-3280
- f. The Chief Executive Officer guarantees the CRO full support to take all necessary steps to assure compliance with this grievance procedure.

g. Quarterly Reports which summarize client grievance activities are made available to the CQI Committee, Chief Executive Officer, CSS Board of Trustees and the local ADAMHS Board.

[All\\_Grievance 042117](#)