



**CATHOLIC SOCIAL SERVICES OF THE MIAMI VALLEY**

922 West Riverview Avenue  
Dayton OH 45402-6424  
Phone: 937-223-7217  
Fax: 937-222-6750

100 S. Main Avenue, Suite 101  
Sidney, OH 45365  
(937) 498-4593  
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<b>Organizational Unit: Agency Operations</b>	<b>Initial Date: 6/95</b>
<b>Program Area: Agency Wide</b>	<b>Last Revised: 4/17, 11/20, 10/24</b>
<b>Subject: Client Rights Grievance Procedure</b>	<b>Last Reviewed: 10/24</b>
<b>ODMH Rule: OAC 5122-26-18</b> <b>CARF: ASPIRE 1.K</b>	

**Clients Rights Grievance Procedure - Person Served**

Policy/Purpose:

The purpose of these procedures is to ensure the responsive and impartial resolution of client grievances. Any person can file a complaint about the manner or quality of assistance rendered by the program, denial of services, alleged violations of state or federal laws, regulations or Client Rights without retribution.

Procedures:

1. A grievance is any written, formal complaint initiated either verbally or in writing by a client or other person on behalf of a client regarding denial or abuse of any 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 conspicuous place accessible to clients at each program site where services are provided.
  - c. A copy of the Grievance Procedure will be made available upon request.
  - d. A notice will be posted in each service unit identifying the Agency Client Rights Officer and how to access them.
  - e. A procedure for resolving differences shall be included in inter-agency agreements when relevant.
  - f. 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.
  - g. Clients enrolled in the adult guardianship program shall have an advocate assigned to facilitate the grievance process.
3. To have a client grievance addressed, clients or their legally assigned advocate must follow the step-wise process outlined below:
  - a. Clients will first express concerns/complaints to the person serving them.
  - b. If resolution is not reached, client should express concerns/complaints to the supervisor of the person serving them.
  - c. If resolution with the supervisor is not reached, client should express concerns/complaints with their Program Director.
  - d. If a satisfactory resolution is not reached after the previous steps are taken, the client must present the grievance in writing to the Client Rights Officer and include:
    - i. Date and time of the incident



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- ii. Name and description of all individuals involved in the incident
  - iii. Previous steps taken
  - iv. Desired resolution
  - v. Printed name and dated signature of grievant. If a person is acting as the client advocate, include an attestation that the written grievance is a true and accurate representation of the client's grievance.
- e. A client may designate a client advocate a representative or designee who can act on the client's behalf or appoint the Client Rights Officer to act as the client advocate with proof of authorized written consent and release of information from the client.

The designated Client Rights Officer is:

Christie Linard  
Catholic Social Services of the Miami Valley  
922 West Riverview Avenue  
Dayton, Ohio 45402-2424  
(937) 223-7217  
cssmv@cssmv.org  
Monday - Friday, 8:30am to 4:00pm

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.

- f. 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.
- g. If the Client Rights Officer does not achieve resolution of the grievance, the client may present the written grievance to the Chief Executive Officer (CEO) who will investigate the grievance. Based upon the investigation the CEO will advise the grievant of his/her decision within five (5) working days of receiving the grievance.
- h. The entire grievance procedure is not to exceed twenty (20) business days of receipt of the grievance. Any extenuating circumstances requiring extension of this time period will be documented and written notification will be given to the client. All resolutions will be presented to the client in writing and include: date grievance was received, summary of grievance, overview of grievance investigation process, timetable for completion of investigation and notification of resolution and treatment provider contact name, address and telephone number.
- i. At any time, the grievant may choose to contact the local ADAMHS or Mental Health Board, Ohio Department of Mental Health and Addiction Services, Disability Rights Ohio, the U.S. Department of Health and Human Services, or



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any other applicable external entities regarding client grievances (attachment will be provided).

- j. The Chief Executive Officer guarantees the CRO full support to take all necessary steps to ensure compliance with this grievance procedure.
- k. Quarterly Reports which summarize client grievance activities are made available to the CQI Committee, Chief Executive Officer, CSS Board of Directors and the local ADAMHS Board.

All Client Rights Grievance Procedure 100924



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<p>Alcohol, Drug Addiction &amp; Mental Health Services Board - (Montgomery County) 409 E. Monument Ave, Suite 102 Dayton, Ohio 45402 Tel:(937) 443-0416 Client Rights: 937-853-4331 <a href="http://www.mcadamhs.org">www.mcadamhs.org</a></p>	<p>Advocacy&amp; Clients Rights Officer Tri-County Board of Recovery and Mental Health Services (Miami, Darke and Shelby Counties) 1280 N. County Road 25A, Suite 1 Troy, Ohio 45373 Tel: 937-335-7727 Fax: 937-335-8816 Crisis hotline: 800-351-7347 <a href="http://www.tcbmds.org">www.tcbmds.org</a></p>
<p>Advocacy Services Ohio Department of Mental Health and Addiction Services 30 E. Broad Street, 36th Floor Columbus, Ohio 43215-3430 Tel: 1-877-275-6364 <a href="http://www.mha.ohio.gov">www.mha.ohio.gov</a></p>	<p>Disability Rights Ohio 200 Civic Center Drive, Suite 300 Columbus, OH 43215 (614) 466-7264 or (800) 282-9181 <a href="http://www.disabilityrightsohio.org">www.disabilityrightsohio.org</a></p>
<p>Ohio Attorney General’s Office 30 E. Broad St., 14th Floor Columbus, OH 43215 Toll free: 1-800-282-0515 <a href="http://www.ohioattorneygeneral.gov">www.ohioattorneygeneral.gov</a></p>	<p>Ohio Civil Rights Commission 1111 East Broad Street, 3rd Floor Columbus, Ohio 43205 (614) 466-2785 <a href="https://civ.ohio.gov/">https://civ.ohio.gov/</a></p>
<p>U.S. Department of Health &amp; Human Services Office for Civil Rights - Region 5 233 N. Michigan Ave, Suite 240 Chicago, IL 60601 Tel: (800) 368-1019 Fax: (312)866-1807 <a href="http://www.hhs.gov/ocr">www.hhs.gov/ocr</a></p>	<p>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 Tel: (614) 466-0912 <a href="http://www.cswmft.ohio.gov">www.cswmft.ohio.gov</a></p>
<p>The Ohio Department of Job and Family Services Bureau of Civil Rights 30 East Broad Street, 30<sup>th</sup> Floor Columbus, Ohio 43215-3414 Tel: (866)227-6353 Fax: (614) 752-6381 <a href="https://jfs.ohio.gov/about/our-offices-bureaus-and-committees/bureau-of-civil-rights">https://jfs.ohio.gov/about/our-offices-bureaus-and-committees/bureau-of-civil-rights</a></p>	