

CHILDREN'S RESOURCE CENTER
Client Grievance Procedure

- #1 The client inform his/her service provider of the problem. It is preferable that a remedy be agreed upon at this stage. If not -
- #2 The CRO will be informed of the complaint by the client and/or the service provider who will contact the CRO within two working days of hearing the complaint. The CRO, or designated substitute, will contact the complainant within one working day. An individual meeting with the CRO will be offered to the client. The client must submit the grievance in writing. The grievance must be dated and signed by the client or the individual filing the grievance on behalf of the client (i.e., parent/guardian). The grievance must include the date, approximate time, and description of the incident and names of individuals involved in the incident/situation being grieved. The CRO will advise the client regarding this procedure, and facilitate rapid resolution of the problem.
- #3 A written acknowledgement of receipt of the grievance will be provided to each grievant within three (3) working days from receipt of the grievance. The written acknowledgement will include but not be limited to:
 - 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) Client Rights Officer name (or their designee), address and telephone number
- #4 The service provider's Program Manager will receive the grievance, and within one working day will schedule a meeting with the complainant. The Program Manager will collect appropriate information (with the client's permission) and consult with the service provider's clinical supervisor (if different from the Program Manager). The Program Manager will issue a decision regarding the matter in writing.
- #5 If no resolution is reached at Step 3, the Clinical Director at the earliest opportunity is to review the matter and make a decision in writing.
- #6 If no resolution is reached at Step 4, the Executive Director, acting as impartial decision maker, is to review the matter and make a decision in writing. The Executive Director will meet with the client within five working days of the date the grievance was received by the Client Rights Officer.
- #7 If no resolution is reached at Step 5 or if at any point the client so chooses, the client may pursue his/her grievance with other outside organizations including those noted below. The Client Rights Officer will assist the client in filing the complaint with an outside entity. If requested by the outside entity with which the client has filed, the Client Rights Officer will provide the entity with all the information relevant to the grievance.
- #8 The resolution of the grievance is not to exceed twenty (20) working days from the date of filing this grievance. Any extenuating circumstances indicating that this time period will need to be extended will be documented in the grievance file and written notification will be given to the client.
- #9 When the Client Rights Officer is the subject of the complaint, and in the Client Rights Officer's absence, the complaint should be made directly to the Clinical Director.
- #10 Records of client grievances will be maintained for at least two years from resolution and will include at a minimum:
 - a) Copy of the grievance
 - b) Documentation reflecting process used and resolution/remedy of the grievance
 - c) Documentation, if applicable, of extenuating circumstances of extending the time period for resolving the grievance beyond twenty-one calendar days.

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Client Rights

- #1 The Right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
- #2 The right to service in a humane setting which is the least restrictive feasible environment as defined in the treatment plan;
- #3 The right to be informed of one's own condition, of proposed or available services, treatment or therapies, and of the alternatives;
- #4 The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client;
- #5 The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;
- #6 The right to active and informed participation in the establishment, periodic review, and revision of the service plan, and to receive a copy of the plan;
- #7 The right to freedom from unnecessary or excessive medication;
- #8 The right to freedom from unnecessary restraint or seclusion;
- #9 The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's current service plan;
- #10 The right to be informed of and the right to refuse any unusual or hazardous treatment procedures;
- #11 The right to be advised of and refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, televisions, movies, photographs or video recorders;
- #12 The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense;
- #13 The right to confidentiality of communications and of all personally identifying information within the limitations and requirement for disclosure of client information under various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court appointed guardian of the person of an adult client in accordance with rule 5122:2-3-11 of the Administrative Code;
- #14 The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Client shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;
- #15 The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event;
- #16 The right to receive an explanation of the reasons for denial of service;
- #17 The right not to be discriminated against in the provision of service on the basis of religion, race, color, ethnicity, sex, national origin, age, lifestyle, physical or mental handicap/disability, developmental disability, HIV infection (whether asymptomatic or symptomatic), AIDS, or inability to pay;
- #18 The right to know the cost of services;
- #19 The right to be fully informed of all rights;
- #20 The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service;
- #21 The right to file a grievance in accordance with agency procedures; and
- #22 The right to have oral and written instructions concerning the procedure for filing a grievance.