

POLICY & PROCEDURE A-111

TITLE: Client Grievance Procedure

PURPOSE: 1. Upon admission to all DAPA Programs, clients and their guardians will be oriented to the GRIEVANCE procedure.

POLICY: 1. Upon admission to all DAPA Programs, clients and their guardians will be oriented to the GRIEVANCE procedure.

RESPONSIBILITY/SCOPE: To DAPA program staff members.

PROCEDURE: 1. Within 24 hours of admission to the Program, the client and/or guardian will be informed of the GRIEVANCE procedure and provided with a written copy of the procedure that states:

- a. that they have the right to seek remedy for any GRIEVANCE, including perceived or actual violations of client rights or the rules of any funding source or licensing entity;
- b. that there will be no discouragement, harassment, retribution, retaliation, intimidation, or restriction of contact with legal counsel or any regulatory body due to the GRIEVANCE or the method used to file the grievance;
- c. that they may grieve to any staff member;
- d. that they may have direct access to the Team Leader, or the Program Director during the grieving process;
- e. that they may submit the complaint in writing and that the staff will provide any assistance necessary to accomplish this;

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- f. that they will be provided pens, paper, postage and access to a telephone upon request in order to file a GRIEVANCE;
 - g. that GRIEVANCES are to be acknowledged and documented by staff within 24 hours (72 on weekends) with the staff obtaining additional information as needed;
 - h. that the client is to be notified of the findings and recommendations of the *DAPA Executive Committee* within 7 calendar days;
 - i. that complaints that cannot be resolved by the *DAPA Executive Committee* will be forwarded to the appropriate regulatory body; and,
 - j. that the client will be assisted in communicating with these agencies directly if they desire to do so.
2. Upon receipt of a GRIEVANCE from a client, the staff member will do all within his authority to resolve the GRIEVANCE promptly and fairly.
 - a. These actions will be documented in the client record, including final disposition, and keep the documentation in a central file.
3. In the event that a grievable offense is not corrected or correctable at this level, the staff member shall assist the client in utilizing the formal GRIEVANCE Procedure.

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4. The Team Leader will enjoin the Program Director in the process preparing the GRIEVANCE Report and presenting it to the DAPA *Executive Committee* within 24 hours (72 hours on weekends).
 - a. The Team Leader will provide confirmation to the client that his GRIEVANCE Report was submitted to the DAPA *Executive Committee*.

5. The DAPA *Executive Committee* will meet and resolve the GRIEVANCE within **5** working days of receipt of the complaint.

6. The client will be notified in writing of the resolution results.

7. GRIEVANCES that cannot be resolved satisfactorily by the DAPA *Executive Committee* will then be forwarded to the appropriate regulatory body, and clients will be assisted in this process if requested.
 - a. Clients participating solely in a DAPA Chemical Dependency Outpatient or Intensive Outpatient Program, or the Co-Occurring Psychiatric and Substance Use Disorder (COPSD) program, may report unresolved GRIEVANCES to:

Department of State Health Services
P.O. Box 149347
Austin, Texas 78714-9347
1-(800)-832-9623

 - b. Clients participating solely in the CMHC Partial Hospitalization Program may report unresolved GRIEVANCES to:

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Board of Inquiry
Department of State Health Services
P.O. Box 149347
Austin, Texas 78714-9347
1-(800)-832-9623

- c. Clients wishing to file a GRIEVANCE against their attending psychiatrist or other DAPA Program physician will report unresolved GRIEVANCES to:

State Board of Medical Examiners
333 Guadalupe, Tower 3, Ste. 610
Austin, Texas 78701
1-(512)-305-7000

- d. GRIEVANCES will be reviewed on an annual basis by the Program Director and the DAPA *Executive Committee*.

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REVIEWED BY: Chief Operating Officer

APPROVED BY: Chief Operating Officer