

PATIENT GRIEVANCES & COMPLAINTS
(Reviewed 06/17; reviewed and updated 06/19)

The Program implements a policy and written procedure by which persons served may formally complain to the organization [CARF Standard 1.K.3].

Patient's have the right to grieve Program decisions and/or formally complain to the organization.

The grievance procedure is in place to ensure that patients are treated fairly and impartially, in accordance with applicable laws and regulations, as well as Program policies and procedures. To this end, formal grievances are limited to changes in take-home status and placement on involuntary tapers. Grievances must be submitted to the Program (to the Program Sponsor's attention) within three (3) business days of the action being grieved. Any grievance submitted after this time will be deemed waived.

The Program Sponsor will review all grievances, examining any relevant information or documentation (such as the patient's chart) and speaking with involved staff members, as necessary. The Programs Sponsor may contact the patient for clarification or additional information, if necessary. The patient shall receive a written response with a final determination within five (5) business days.

The complaint procedure is in place to ensure that patients have a mechanism to formally complain to the organization about anything related to treatment that they find unsatisfactory. The nature of this procedure is intended to encompass all those things that the grievance procedure does not, such as the cleanliness of the facility, the quality of services, or dissatisfaction with a staff member. As such, complaints are not time-limited and may be submitted at any time, even anonymously. All complaints will be reviewed promptly by the Administrative Director on a case-by-case basis, with timely efforts made to resolve the complaint, where necessary. If appropriate, written notification regarding the actions to be taken to address the complaint will be provided to the patient (if known) and/or disseminated to the Program as a whole.

Grievance / Complaint Forms shall be available in the lobby at all times.

Pursuant to CARF Standard 1.K.4, grievances /complaints shall be reviewed annually to determine trends, areas needing performance improvement, and actions to be taken.

Neither the Program nor any member of its staff shall take any retaliation against any patient who has filed a grievance / complaint. Violation of this policy is grounds for immediate termination.

See Grievance – Complaint – Suggestion Form.