

Partners in Recovery

POLICY AND
STANDARDS

*Applicable Arizona Department of Health Services Behavioral Health Licensing Rule(s):
R9-20-201.B.1.c.i & ii*

Policy Name: Grievance Procedure

Policy Number: RI - 0003

H.M. Gilbert Jr., Executive Director, PIR

Date

Cross Reference(s)

None

Policy Statement

Partners in Recovery have a grievance process in the Direct Care Clinics (DCC) to review all grievances regarding administrative decisions (hereinafter referred to as complaints). No one, whether staff or consumer, will be subject to adverse treatment as a result of having stated a complaint.

Purpose

To have procedures related to resolving complaints that ensure a consumer's right to file a complaint and have a thorough investigation of the identified issues with an appropriate, fair, and timely response.

Scope

Partners in Recovery Direct Care Clinics.

Key Terms

Grievance

For RHBA purposes a grievance is defined as a complaint that is filed by a person with Serious Mental Illness (SMI), or other concerned person, regarding a violation of the rights of the person with SMI or a condition requiring investigation.

Standards

- I. DCC Complaint Process – Level One
 - A. Complaints may be verbally directed to any supervisor or a consumer may submit a complaint in writing. Verbal complaints are documented on a *Consumer Complaint Form*.
 - B. Upon receipt, all complaints and other pertinent documentation are submitted immediately to the Clinical Supervisor. If necessary, the Clinical Supervisor may require that the party submitting the complaint obtain the appropriate release of information or authorization, to maintain confidentiality. The Clinical Supervisor will provide written or oral notification, to the complainant, that their complaint was received, within five days of receipt of the complaint.
 - C. The Clinical Supervisor or designee will review all documentation and conduct an investigation of the issues and attempt to resolve the complaint through consultation and informal discussions.
 - D. The Clinical Supervisor will make an initial determination regarding the issues and communicate that decision in writing to the consumer within 14 days. If the research necessary to resolve the identified issue requires an extended review, the consumer will

be notified and given a time line for the resolution of the Level One complaint.

II. DCC Complaint Process - Level Two

- A. If the consumer is dissatisfied with the determination made in Level One of the complaint process, a second level complaint can be submitted either verbally or in writing to the Clinical Director or designee. The Level Two review of the initial complaint must not be made by the same Clinical Supervisor that reviewed the complaint during the Level One resolution process. The consumer has fourteen (14) days from the Level One decision to submit this request.
- B. Upon receipt of a Level Two request, a letter acknowledging and documenting the receipt of the request for further review is forwarded to the consumer within five days.
- C. The Clinical Director or designee will review all prior documentation, and any current submissions in making a determination. The consumer may submit additional information to support his/her grievance.
- D. The Clinical Director or designee will notify the consumer in writing of the Level Two decision within fourteen (14) days. If the research necessary to resolve the identified issue requires an extended review, the consumer will be notified and given a time line for the resolution of the Level Two complaint.
- E. If the Level Two complaint is not resolved to the consumer's satisfaction the Clinical Director or designee will offer to assist the consumer in filing a complaint with the RHBA.

III Assistance with the Regional Behavioral Health Authority (RHBA) Appeal, Complaint and Grievance Process

- A. At any time consumers have the right to complain or grieve to the RHBA. They are not required to go through the DCC internal complaint process prior to initiating a complaint or grievance with the RHBA. Consumers are educated about their rights with the RHBA through the member handbook that is distributed at the time of admission.
- B. Upon request, the provider at the DCC must assist the consumer in filing an oral or written complaint, grievance, or appeal with the RHBA as outlined in section 5 of the RHBA provider manual. The provider must cooperate and assist with the resolution of complaints and grievances as required in the RHBA provider manual.

Associated Partners in Recovery Direct Care Clinics Forms & Attachments

Consumer Complaint Form