

## Grievance Procedure

If a client feels our service to them can be improved, or a client feels his or her rights as a client have been disregarded, we urge that client first to discuss those concerns with the treating therapist. If the client feels that the treating therapist does not adequately address those concerns, we encourage the client to use the following grievance procedure.

A grievance means a dispute between a client and a Valley Mental Health Provider about how to interpret or apply the client rights described in the preceding section of this manual.

1. The client needs to submit the grievance as soon as possible after the date of the event grieved, in writing to the treating therapist. The treating therapist will consult with Valley Mental Health's Program Director and will respond to the client in writing within ten days of the date of receiving the grievance.
2. If the client is not satisfied with the response from the treating therapist, or does not receive a response, the client may request review by Valley Mental Health's Program Director. This request must be made in writing and must be delivered within 30 days from date of the incident complained about. A grievance form is available for this purpose. The Program Director will investigate the facts and will respond to the client in writing within ten days after the date of receiving the client's request for review.
3. If the client is not satisfied with the response from the Program Director, or if the client does not receive a response from the program director within 10 days, the client may request review by the grievance panel. The grievance panel is composed of the Board of Directors of Salem Psychiatric Associates. This request must be made in writing and must be delivered to the President of Salem Psychiatric Associates within ten days of the date the client received, or should have received the Program Director's response. The Grievance Panel will review the grievance, the facts (including records of Valley Mental Health), and the relief sought. The grievance panel may, but is not required to hold a meeting. If a meeting is held, the client must appear personally and not by a representative. The grievance panel will respond to the client no later than 90 days after the President receives the request for review. A member of the grievance panel will tell the client by letter the panel's findings and final decision.
4. In the event that the client is insured under an Oregon Health Plan (OHP) contract with the Mid Valley Behavioral Care Network (MVBCN), the following additional provisions are applicable:
  - Any grievances that are unable to be resolved within SPAVMH according to the preceding steps will be referred to MVBCN for resolution according to MVBCN grievance procedures.
  - The 11/97 MVBCN "Notice of Complaint Process" will be given to all clients at the time of their first appointment.
  - Complainants have the right to request a MHDDSD hearing, and to have a written explanation of various reductions in or denials of service. Procedures for these processes are in the MVBCN Mental Health Provider Manual and are hereby incorporated by reference.
  - Complainants may submit a grievance directly to the MVBCN if so desired.
  - All grievances will be forwarded to MVBCN for compilation and analysis.