

Grievance Guidelines

4. The grievance must be delivered personally, by fax or e-mail or by certified mail, to the attention of the Executive Director.
5. The agency will make a resolution decision on the grievance within 21 calendar days of receipt; extenuating circumstances indicating need for extension must be documented in the file and written notification given to the consumer.
6. The Service Coordinator, After School Program Coordinator, and Counselor are the designated staff members available to assist the consumer in filing a grievance.
7. Written acknowledgement of receipt of the grievance will be provided to each grievant within 3 working days and will include the date the grievance was received, a summary of the grievance, an overview of the grievance investigation process, the timetable for completion of the investigation and notification of the resolution.

Grievance Organizations

The consumer has the option to file the grievance with outside organizations, including:

Hamilton County Mental Health and Recovery Services Board

2350 Auburn Avenue
Cincinnati, Ohio 45219
(513) 946-8600
(513) 946-8620 (Fax)

Ohio Department of Alcohol and Drug Addiction Services

280 N. High Street, 12th Floor
Columbus, Ohio 43215
(614) 466-3445

Ohio Legal Rights Service

50 West Broad Street
Suite 1400
Columbus, Ohio 43266-0523
(614) 466-7264
(800) 282-9181
(614) 644-1888 (Fax)
(614) 728-2553 (TTY)

Wyoming Youth Services
800 Oak Avenue Wyoming, OH 45215

Phone : (513) 821-2428
Fax: (513) 821-3707
wyomingyouthservices.com

Wyoming Youth Services Client Rights and Grievance Guidelines

Client Rights

Below are the Client Rights as stated in Ohio Administrative Code 5122:2-1-02 for people living in the community.

- 1) The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
- 2) The right to be informed of available prevention services;
- 3) The right to consent to or refuse any service. A parent or legal guardian may consent to or refuse any service on behalf of a minor or client;
- 4) The right to be advised of an the right to refuse observation by others and by techniques such as one-way vision mirrors, tape records, video recorders, television, movies and photographs;
- 5) The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of consumer information under state and federal laws and regulations;

Client Rights (Continued)

- 6) The right to have access to one's own consumer record in accordance with agency procedures;
- 7) The right to be informed of the reason(s) for terminating participation in agency services;
- 8) The right to be informed of the reason(s) for denial of an agency service;
- 9) The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, sexual orientation, socio-economic status, national origin, disability or HIV infection, whether asymptomatic or symptomatic, or AIDS;
- 10) The right to know the cost of services, if applicable;
- 11) the right to be informed of all consumer rights;
- 12) The right to exercise one's own rights without reprisal;
- 13) The right to file a grievance in accordance with agency procedures;
- 14) The right to have oral and written instructions concerning the procedure for filing a grievance.

Grievance Guidelines

The goal of the grievance process is to achieve fairness, dignity, opportunities for conciliation, and an atmosphere of mutual respect.

It is the intent that consumers be provided access to someone who will hear their complaints fairly should they choose to work on their concern through a formal process.

Grievances are best resolved at the lowest possible level, and grievants will be encouraged, but not required, to complete the grievance process with staff members before bringing it to the Executive Director.

The **Grievance Procedure** is the sequence of steps taken to resolve a grievance.

1. The grievance must be in writing.
2. The grievance must be dated and signed by the consumer or individual filing the grievance on behalf of the consumer
3. The grievance must include the date, approximate time, description of the incident, and the names of the individuals involved in the incident or situation