

# MCHENRY COUNTY MENTAL HEALTH BOARD

**POLICY NAME:** COMPLAINTS AND GRIEVANCES – GENERAL PUBLIC

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**APPROVED BY:** Leonetta Rizzi (Executive Director)

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## **POLICY:**

The Mental Health Board will provide a safe and secure environment in which their employees may fulfill their job responsibilities, engage in continuous performance improvement and participate in evaluation without fear of retaliation and promote the mission, vision and values of the McHenry Mental Health Board. Consumers of behavioral health services, the general public, and constituency will be served in a safe and secure environment, in compliance with confidentiality and privacy regulations and without fear of retribution or loss of service.

## **PURPOSE:**

The Mental Health Board welcomes input from the public at all times and responds to requests and complaints/grievances in a timely manner, in accordance with the Freedom of Information Act (FOIA) as it applies.

## **PROCEDURE:**

Information about the Mental Health Board's FOIA procedures is available in the facility and on the website. If a member of the public or outside organization has a complaint or grievance that cannot be resolved through discussion with the particular staff person, they should be encouraged to follow this grievance process.

A grievance is initiated by completing the grievance form, or simply in written form, and submitting it to the Executive Director. Any member of the staff may assist in completing the grievance form. The Executive Director will have 10 business days to respond to the complainant's grievance in writing. If the complainant is not satisfied with the Executive Director's response, the complainant may appeal the decision to the President of the Board of Directors, who will respond to the complainant in writing within 30 days. The decision of the President of the Board is final. If the decision of the President is not adequate, the consumer is encouraged to seek an external advocate, such as Equip to Equity, etc.

Grievance paperwork will be routed to the Compliance & Operations Manager for logging and filing in the Grievance file, monitoring of final disposition, and tracking purposes. An annual report of grievances will be compiled by the Compliance & Operations Manager and submitted to the Leadership Team and the Board of Directors.

## **Related Documents:**

Complaint or Grievance Reporting Form (*attachment*)