



CLIENT GRIEVANCES

Each consumer has the right to file a complaint or grievance regarding his or her treatment or habilitation care and to have this issue impartially considered in a reasonable period of time. Any consumer who wishes to file such a complaint or grievance should request a meeting with the director of the specific agency program providing them with services for this purpose. This meeting shall be scheduled within one week of first notice to the director of the complaint or grievance unless some other time frame is mutually agreed upon. Complaints may be handled informally if the consumer desires. However if the consumer wishes to file a more formal grievance, this request shall be in writing and should specify the nature of the grievance and what rules, actions, etc. are being grieved. The consumer may have the assistance of his/her parent/guardian, social worker, case manager, or other professional involved in his/her care in preparing and presenting the grievance. This person may be present when the grievance is heard.

Unless otherwise mutually agreed, the program director shall inform the consumer in writing of the decision reached and any actions to be taken within 10 days of the original complaint unless an informed decision requires a longer time period in which case a decision may be delayed for up to 30 additional days.

If the consumer is not satisfied with the program director's decision, the decision may be appealed to the agency's Executive Director. This appeal must be in writing and follow the process as outlined above for filing and hearing the original grievance. The Executive Director shall inform the consumer in writing of the decision reached within 10 days of the meeting to hear the grievance unless an informed decision requires a longer period in which case a decision may be delayed for up to 30 additional days.

Consumers may also file grievances with their home Managed Care Organization (MCO, previously known as LME) serving the county of the consumer's legal residence or otherwise authorizing and overseeing the provision of the service which is the focus of the grievance.

Finally, each consumer and/or his or her legally responsible may contact the office of the Disability Rights North Carolina for Persons with Disabilities (877-235-4210) if they believe this would be helpful in resolving concerns about their services.

Under no circumstance shall there be any retaliation or barrier to services of any form by any staff or agent of the agency against any consumer or other persons for exercising their rights under this policy.

This forms meets these standards

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