

Wings Support & Recovery	Policy Section: 2 – General Policies Policy Number: 2.9
Subject: Grievance Policy Original Adoption Date: 7/1/17 Latest Board Approved Revision: 07/27/2023	Revision Date(s): 10/16/17 08/27/2020 07/27/2023

POLICY: Consumers receiving services from Wings Support & Recovery are protected by specific rights as listed in Appendix II. A formal grievance may be filed any time a consumer feels their rights as a consumer or program participant have been violated. At no time will a filed grievance result in retaliation or barriers to services. The allegations will be investigated and resolved in a timely manner; in accordance with the following procedure.

PROCEDURE:

1. A listing of client’s rights shall be posted in all locations and displayed in conspicuous public areas within the Agency and shall be provided upon intake.
2. Wings Support & Recovery staff shall be familiar with all specific consumer rights and the grievance procedure. There shall be documentation in each employee’s personnel file that each staff member has received a copy of the client rights policy and the client grievance procedure and has agreed to abide by them. Staff shall explain all aspects of client rights and how to file a grievance upon request. Explanation of these rights shall be done in a manner consistent with the person’s understanding.
3. Any consumer at Wings Support & Recovery may file a grievance with the Wings Support & Recovery’s Consumer Advocate or Board of Directors’ Chairperson within a reasonable period of time from the date the grievance occurred. Grievance must include, if available, the date, approximate time, description of the incident, and names of individuals involved in the incident or situation being grieved. All grievances shall be in writing and dated and signed by the client.
4. The Executive Director or designee shall be the Consumer Advocate for Wings Support & Recovery. The alternate shall be the Chairperson of the Board of Director for Wings Support & Recovery. Consumer Advocate or alternate shall comply with the grievance policy and procedure. Staff shall assist participant in filing a grievance, if needed, and shall be available to represent the complainant upon request. The written grievance is to be delivered in person during standard business hours or mailed to:

Wings Support & Recovery
ATTN: Consumer Advocate
729 S. Walnut St.
Marysville, Ohio 43040
(937) 642-9555

If the grievance involves the Consumer Advocate, or if the Advocate is unavailable the grievance is to be given to the Alternate Consumer Advocate or mailed to:

Wings Support & Recovery
ATTN: Alternate Consumer Advocate
729 Walnut St
Marysville, Ohio 43040
(937) 642-9555

5. The agency grievance procedures shall available upon request.
6. Upon receiving a grievance, the Wings Support & Recovery Consumer Advocate shall investigate the complaint and obtain a prompt resolution. A written statement of the results is given to the consumer or designated representative.
7. The Consumer Advocate shall acknowledge the grievance in writing within three working days. The written acknowledgement shall include the date the grievance was received, a summary of the grievance, an overview of the grievance investigation process, a timetable for completion of investigation and notification of resolution, and agency contact name, address, and telephone number. All other parties shall be contacted and attempts shall be made for a quick resolution.
8. Resolution of the grievance shall be made within twenty (20) working days from the date the grievance has been filed. Any extenuating circumstances indicating that this time period will need to be extended must be documented in the grievance file and written notification given to the consumer.
9. Failure of the Consumer Advocate to resolve the consumer's grievance will result in the grievance being escalated. Once received, a meeting will be scheduled with appropriate parties to resolve the grievance. Attempts to schedule a meeting within 10 days of receipt and a written resolution of the grievance will be mailed to the consumer within 10 days of the meeting.
10. The consumer shall have the option to initiate a complaint with any or all of the following: Union County Mental Health and Recovery Board, Ohio Department of Mental Health and Addiction Services; Disability Rights Ohio; U.S. Department of Health and Human Services; Attorney General's Office; Governor's Office of Advocacy for People with Disabilities; and State licensing or regulatory boards. A list of the organizations with proper addresses and telephones shall be given to the consumer or parent/guardian upon request.

Union County Mental Health and Recovery Board
131 N. Main St.

Marysville, Ohio 43040
937-642-1212

Ohio Department of Mental Health and Addiction Services
30 E. Broad St
Columbus, Ohio 43215
614-466-2596

Disability Rights Ohio
50 W. Broad St.
Columbus, Ohio 43215
614-466-7246

U.S. Department of Health and Human Services
Regional Civil Rights Office
233 N Michigan Ave
Chicago, IL 60601-5519
312-353-1385

Ohio Attorney General's Office
30 E. Broad St 14th Fl
Columbus, Ohio 43215
614-466-4896

11. Any relevant information about the grievance shall be made available, upon written request and the consumer's permission, to the contacted organizations listed in Item 10.
Wings Support & Recovery shall keep records of grievances it receives, the type of grievances, any extenuating circumstances that extended the time for resolution and the resolution status of the grievance for a period of 2 years. It shall also assure the availability of these records for review by the Union County Mental Health and Recovery Board and The Ohio Department of Mental Health (ODMHAS).
12. Wings Support & Recovery shall annually summarize its records to include the number of grievances received, types of grievances, and the resolution status. This summary shall be shared with the Agency Board of Directors and with the Union County Mental Health and Recovery Board.
13. All subsequent substantive changes shall be submitted for approval by ODMHAS.