



Domestic Violence Intervention Services, Inc. (DVIS)
POLICIES AND PROCEDURES
Program Policy – Client Grievances

TITLE: Client Complaints & Grievances	EFFECTIVE DATE: 6/1/2011
GENERAL STATEMENT: DVIS utilizes a formal process through which clients and families/guardians may express and resolve complaints and grievances with the organization.	REVISED DATE: 3/25/2014 9/22/2015 4/25/2017 11/28/17 2/25/20 02/23/21
PURPOSE: The rights and dignity of clients are respected throughout the organization.	REGS: AG: 75:15-17-4; 75:15-3-16; DMH: 450: 27-5-45; 450:15-3-23.1; 450: 15-3-45

DVIS believes all clients and families/guardians should receive quality services and treatment while engaged in the programs at DVIS. Each client has the right to file a complaint and/or grievance without interference and retaliation, and have it resolved in a timely manner without alteration of their treatment when they feel mistreated or inadequate services have been provided, or when the client feels their rights have been violated.

The following procedures will be utilized when a client and/or family/guardian files a grievance through the appropriate processes. Complaints and grievances may also be filed by an advocate on behalf of the client.

POLICY & PROCEDURES:

- A. Grievances received from employees or clients in the transitional living or shelter programs shall be resolved within seven (7) days unless appealed.
- B. Grievances received from employees or clients in non-transitional or non-shelter programs shall be resolved within fourteen (14) days unless appealed.

- C. During the intake process:
1. The client and/or family/legal guardian is given a copy of the complaint and grievance procedures and will have them explained. A copy shall also be provided to another individual of the client's choice. The Client Grievance Report form contains and informs clients of the following:
 - i. The specific name of the individual responsible for coordinating DVIS' grievance procedure
 - ii. The individual responsible for final resolution of grievances
 - iii. The specific name of the individual acting as DVIS/ Local Advocate
 2. The client and/or family/legal guardian will be asked to sign a form indicating they have received and understand the grievance procedures. A copy of this form will be given to the individual and a copy will be integrated in to the client file.
 3. Client will be advised of the right to make a complaint to the DVIS Local Advocate or directly to the ODMHSAS Consumer Advocacy Division at the address and phone at the bottom of this document and on the Grievance Form. Access to the DVIS Local Advocate and the ODMHSAS Consumer Advocacy Division shall be unimpeded and confidential and no contact with the DVIS Local Advocate will be required prior to client contacting the ODMHSAS Office of Consumer Advocacy.
- B. **Complaints:** When a client and/or family/legal guardian has a complaint, the following procedures will be utilized:
1. The client and/or family/legal guardian will discuss the complaint with the program supervisor. Together they will attempt to resolve the complaint through an informal resolution process.
 2. The DVIS Local Advocate will work with the client/family/legal guardian and the program supervisor to attempt to meet the client's needs at the lowest level possible and to ensure that the client's rights are enforced and not violated.
 3. If the complaint cannot be resolved and the client and/or family/legal guardian chooses, they may complete the Client Grievance Form and activate the formal grievance procedures.
- C. **Grievances:** When a client and/or family/legal guardian chooses to enter in to the formal grievance process, the following procedures will be utilized:

Grievance Process

Location / Program	Receives Grievance from Client " <i>Program Supervisor</i> "	If Grievance is against those in previous column, those below receive grievance from client " <i>Reviewer</i> "
Outpatient Offices Tulsa & Sapulpa	Client Services Administrator	VP of Programs & Counseling Services or CEO
Residential Services	VP of Safe Housing Services	VP of Programs & Counseling Services

Legal Services	VP of Legal Services	COO
Children's Program (all locations)	Children's Program Manager	VP of Programs & Counseling Services

- Program Supervisor or Reviewer
 - Date Stamp Grievance
 - Give copy to VP of Programs & Counseling
 - Notify Chief Human Resources Officer within one business day – Send hard-copy within two business days
 - Review and discuss with Grievant
 - Provide written resolution within five business days
 - Send to Chief Human Resources Officer within two business days of resolution
- If Grievant disagrees with resolution they may appeal
- Program Supervisor or Reviewer involve another Program Supervisor, Reviewer or other VP, etc.
 - The two people above review grievance and discuss with Grievant
 - Provide written resolution within two business days
 - Send to Chief Human Resources Officer within two business days of resolution
- If Grievant disagrees with resolution they may appeal
- CEO reviews grievance and discusses it with Grievant and provide final written resolution. No further appeals may be made.
- All documentation (grievance and all resolution documents) shall be placed together and sent by Program Supervisor to Chief Human Resources Officer within two business days of resolution.

D. Instead of or in addition to utilizing the internal complaint and grievance process, clients and family/legal guardians may choose to file a grievance against DVIS utilizing the processes established by the outside regulators. If a client so chooses to utilize one of these other grievance processes, the program supervisor will provide the following information as appropriate to the client:

(For clients receiving services in the Children's Program)

Oklahoma Department of Mental Health & Substance Abuse

ODMHSAS, Advocacy Division

2000 N. Classen Blvd, Ste 2-600

Oklahoma City, OK 73106

(405) 248-9037 – Oklahoma City Metropolitan Area

(866) 699-6605 - Statewide

(For all clients)

Attorney General

Oklahoma Attorney General Victims Services Unit
313 NE 21st
Oklahoma City, OK 73105
(405) 521-4274

- E. **Oklahoma Department of Mental Health & Substance Abuse (ODMHSAS) Clients (Children's Program)**
1. When a Client Grievance Form is submitted for or by a client receiving services from the Children's Program the Children's Program will send a copy of the Client Grievance Form to the Consumer Advocacy Division Office at ODMHSAS within 24 hours of receipt of the form.
 2. Once the grievance has been resolved, the Children's Program Manager will provide documentation of resolution to the Consumer Advocacy Division Office at ODMHSAS within 24 hours of written resolution given to the client and/or family/legal guardian.
- F. Grievances are reviewed on a quarterly basis for performance improvement outcomes, and to ensure the rights of the clients are being enforced adequately and fairly. A quarterly report of grievances is provided to the DVIS Board.
- G. This policy and procedure document will be reviewed annually, updated as necessary, and copies of updates provided to ODMHSAS when requested.
- H. The Client Services Administrator at the Outpatient Office will serve as DVIS' Local Advocate. The Local Advocate is responsible for coordinating and monitoring DVIS' advocacy activities and contacts with the ODMHSAS Office of Consumer Advocacy. Duties of the DVIS Local Advocate include, but are not limited to the following:
1. Serves as the on-site advocate for clients in the Children's Program and acts as a liaison to the ODMHSAS Office of Consumer Advocacy. These activities include, but are not limited to:
 - i. Assisting clients as they complete the Grievance Report
 - ii. Assisting clients' understanding of the process of resolving a grievance
 - iii. Serving as a resource for clients for questions, information about DVIS, DVIS admission and discharge processes, and other basic human needs while receiving services in the Children's Program
 - iv. Making contact with clients involved in or who witness Critical Incidents or Sentinel Events while receiving services to ensure needs are met. This includes working with DVIS staff to ensure the needs of the client are met at the lowest level possible and that client rights are enforced and not violated.
 2. Serves as the DVIS liaison to the Office of Consumer Advocacy in advocacy activities.