

Recovery & Prevention Resources

Client Grievances

Recovery & Prevention Resources acknowledges that differences or disagreements may arise during the treatment process, and wishes to resolve such instances in an expeditious and prudent manner for the benefit of the client, agency and all affected parties.

If any person who is a client of this agency believes their client rights have been violated, they are entitled to file a grievance.

Recovery & Prevention Resources has Client Rights Representatives who are responsible to oversee the client grievance process. These people will explain the Client Grievance Procedure and are available to assist any client filing a grievance. The Client Rights Representatives are:

Carol Kasha-Ciallella, M.S. Ed., PCC, LICDC-CS
Clinical Director
Recovery & Prevention Resources
118 Stover Drive
Delaware, Ohio 43015-8601
(740) 369-6811

Kenton Beachy, M.A.
Chief Operating Office
Recovery & Prevention Resources
118 Stover Drive
Delaware, Ohio 43015-8601
(740) 369-6811

Either of the Client Rights Representatives may also be contacted at:

Recovery & Prevention Resources
950 Meadow Drive Suite C
Mt. Gilead, Ohio 43338-1055
(419) 947-4055

The Client Rights Representatives are available during routine agency operating hours, 8:30 AM to 5:00 PM, to meet with any client desiring to file a grievance.

The first step in the Client Grievance Policy is a private conference between the complainant and the Client Rights Representative. This conference will be scheduled by the Client Rights Representative within three (3) working days of the complainant's request.

If the Client Rights Representatives are unavailable when a client makes contact with Recovery & Prevention Resources to initiate a grievance, either the Client Rights Representative or, in the case of extended unavailability, the Chief Executive Officer will make contact with the client within three (3) working days.

Should either of the Client Rights Representatives be the subject of a grievance, the Chief Executive Officer will function as an alternate Client Rights Representative and will work with the client to explain and offer assistance with the grievance procedure.

During this initial conference, the Client Grievance Policy will be reviewed, with all applicable time frames and processes explained. The Client Rights Representative will provide oral and written instructions outlining exactly how to file a grievance.

All grievances must be submitted in writing. This is the second step of the Client Grievance Process. The Client Rights Representative will explain the information that must be included in any written grievance, and is available to assist the complainant if preparing a written grievance is not possible.

All written client grievances are to be submitted to the Client Rights Representative, with an additional copy provided to the Chief Executive Officer.

The Client Rights Representative shall investigate the grievance and provide the complainant with a signed and dated summary of any findings and the proposed resolution within twenty-one (21) days of the written filing. A copy of any such findings will also be provided to the Chief Executive Officer. Any extenuating circumstances indicating extension of this twenty-one (21) day time period will be documented with written notice of any such extension provided to the complainant.

If the proposed resolution is not satisfactory to the complainant, they will be accompanied by the Client Rights Representative and meet with the Chief Executive Officer to promote resolution of the grievance. This is the third step of the Client Grievance Process. Such a meeting must be requested within five (5) working days of the initial notification of findings and will be scheduled within five (5) working days of the request.

Following this meeting, the Chief Executive Officer will investigate the complaint and will render a decision within five (5) working days from the time of the meeting.

Additional information about the Client Grievance Process will be provided to the complainant upon initiating the first step of this procedure.

My signature below indicates that I have read and understand the Client Grievance Process, and that a copy of this form has been provided to me.

Client Signature _____ **Date** _____

Witness _____ **Date** _____