A grievance may be filed within a reasonable period of time from the date the grievance occurred. A grievance may be filed due to perceived violation of client rights or to appeal an involuntary discharge from a program. The complainant can be the client or another individual. If the complainant is someone other than the client, written notification of any resolution will be provided only upon receipt of the client’s written permission. All grievances will be resolved within 20 working days from the day the grievance was initially filed. Complainants should follow the below steps to initiate a grievance.

**STEP 1**

1. The complainant will make a request, in writing, to meet with the Client’s Rights Officer. Upon receiving the written notification, the Client’s Rights Officer will schedule a face-to-face meeting with all involved parties within **two business** days and will request the complainant to bring any additional written documentation of his/her complaint(s).

**Client’s Rights Officer**

Kate Bible

1490 E. Main St, Columbus, Ohio 43205

kbible@svfsohio.org

614-251-6470

Monday - Friday, 9:00 a.m. to 5:00 p.m.

**Note**: If the Client’s Rights Officer is the subject of the grievance the complainant may skip step 1 and move immediately to step 2 to ensure the grievance is heard by an impartial decision maker.

1. If the meeting is unsuccessful or if a critical party (or parties) does not attend the meeting, a second meeting will be scheduled within **two business** days.
2. At the conclusion of the meeting, the Client’s Rights Officer will document the meeting and any resolution, if reached. This documentation will be provided to the complainant within **two business** days from the date of the meeting.
3. If the complainant disagrees with the written decision he/she may proceed to step 2.

**STEP 2**

1. The complainant will request to meet with the Alternative Client’s Rights Officer. The reason for such request will be made, in writing, and submitted to the Alternative Client’s Rights Officer within **three business** days of receiving the written decision from the Client’s Rights Officer.

**Alternative Client’s Rights Officer**

Betsy Strong

1490 E. Main Street, Columbus, OH 43205

bstrong@svfsohio.org

614-358-3213

Monday - Friday, 9:00 a.m. to 5:00 p.m.

1. Upon receipt, the Alternative Client’s Rights Officer will schedule a meeting with the complainant within **three business** days in an effort to resolve the grievance.
2. The Alternative Client’s Rights Officer will make a decision and present their findings, in writing, to the complainant and the Client’s Rights Officer within **two business** days from date of the meeting.
3. The written decision of the Alternative Client’s Rights Officer is final and binding.

A complainant has the right to initiate a complaint or grievance at any time with any outside entity, which includes, but is not limited to:

**Consumer and Family Advocate – ADAMH**

447 East Broad Street, Columbus, Ohio 43215

614-224-1057

**Ohio Department of Mental Health and Addiction Services (OMHAS)**

ATTN: Client Advocacy Coordinator

30 East Broad Street, 8th Floor, Columbus, Ohio 43215

614-466-2596

**Disability Rights Ohio**

200 E Civic Center Dr. Suite 300, Columbus, Ohio 43215

614-466-7264

**U.S. Dept. of Health & Human Services Office for Civil Rights (Region V)**

233 North Michigan Ave. Suite 1300, Chicago, IL 60601

312-353-1385

Upon request, SVFS will provide each complainant with all relevant information about the grievance to any outside entity which the complainant has initiated a complaint.

All staff employed at SVFS has a specific, well-defined, continuing responsibility to immediately advise a complainant about the availability of the Client’s Rights Officer and the complainant’s right to file a grievance.

Consumers have the right to contact the Client’s Rights Officer at any time. The Client’s Rights Officer is responsible for ensuring compliance with the grievance procedure. Records of all grievances, that include the subject matter and resolution, will be kept by the Client’s Rights Officer. SVFS will submit an annual summary to the ADAMH Board of Franklin County outlining the number of grievances received, type of grievances, and resolutions of each grievance. Additionally, grievance records will be made available to the ADAMH Board, ODMH, and the Department of Health and Human Services upon request.