

PCYS Client Grievance Policy and Procedure

All clients (adults/youth) receiving services from Payne County Youth Services, Inc., shall be informed of this agency's grievance process and be provided with a copy of the grievance policy and oriented as to access to the grievance form, which shall be unimpeded.

If a client requests to file a grievance, the person who receives this information should notify the Grievance Coordinator as soon as possible.

The Grievance Coordinator for each program shall keep a file of blank grievance forms. The coordinator will assist the client with filling out the grievance form and writing the information. Grievance forms shall be available at all PCYS locations.

The Grievance Coordinator will attempt to resolve the problem within two (2) working days.

The Grievance Coordinator will involve the person filing the grievance, and the person against whom the grievance is intended. The Executive Director will be notified within **24 hours** of a complaint being filed.

The Grievance Coordinator will submit a copy of the grievance and a written explanation of the results to the Executive Director, if the result is satisfactory to the client. If the result is not satisfactory to the client, the Executive Director will attempt to resolve the matter within three (3) working days. If the result is still not satisfactory, the Board of Directors will review the grievance within three (3) working days. The Chairperson of the Board shall make written notice of the Board's decision to the client before close of business on the third (3rd) day of the Board's review. The decision of the board shall constitute the final appeal level within Payne County Youth Services, Inc., in the settling of the client's grievance. **The client may at any time during the grievance period take his/her concern directly to the Oklahoma Department of Mental Health and Substance Abuse Services, Consumer Advocate, by telephoning the Office of Consumer Advocacy at (405) 573-6605 or toll-free 1(866) 699-6605.**

If the client is in the custody of the Department of Human Services and has not accepted the resolution of the Board, the Executive Director shall immediately forward the grievance, together with the proposed resolution and all supporting documentation to the Office of the Advocate Defender, P. O. Box 15352, Oklahoma City, Department's Grievance and Abuse Review Committee.

If the client is in the custody of the Office of Juvenile Affairs and has not accepted the resolution of the Board, the Executive Director shall immediately forward the grievance, together with the proposed resolution and all

supporting documentation to the Office of the Advocate General, 3812 N. Santa Fe, Suite 400, Oklahoma City, OK 73118.

If the client is in the substance abuse program and has not accepted the resolution of the Board, the Executive Director shall immediately forward the grievance, together with the proposed resolution and all supporting documentation to the Oklahoma Department of Mental Health Substance and Abuse Consumer Advocacy, 900 E. Main Street, P.O. Box 151, Norman, OK 73070-0151.

Under certain unusual circumstances, Payne County Youth Services, Inc., personnel are obligated by law or professional ethics to provide information to an outside agent. Examples of this type of disclosure include: a subpoena by the courts for records or witness, reporting of suspected or apparent child abuse to the Oklahoma Child Abuse registry, reporting potential suicide or actual attempt at suicide, to legal parent/guardian, educational or medical authorities, and reporting criminal activity to the proper authority immediately. Staff will confer with the Grievance Coordinator, Clinical Director, and/or the Executive Director before reporting the situation described above to the proper authorities. If neither the Grievance Coordinator nor the Executive Director is available, the staff person will then contact the proper authorities as soon as possible and then provide a written report to supervisory management.

*If the grievance is against the Grievance Coordinator, the Executive Director will be assigned to the grievance. If the grievance is against the Executive Director, the Chairperson of the Board of Directors will be assigned to the grievance.

After a grievance process has been completed and a decision made, the Executive Director shall review each grievance with the Board of Directors to ensure compliance with the grievance policy and determine, if necessary, any corrective action needed to ensure future compliance with the grievance policy. This will be reflected in board meeting minutes.

PCYS GRIEVANCE NOTICE

The Board of Directors of Payne County Youth Services, Inc., has adopted a complaint resolution system designed to ensure fair consideration of complaints made by or on behalf of clients receiving services from the programs of PCYS and quick resolution of those complaints.

WHO MAY FILE A COMPLAINT: Any client receiving services from the program, or any person interested in the welfare of a client receiving services from the program (e.g., relative, foster parent) may file a grievance.

WHAT COMPLAINTS ARE CONSIDERED: The complaint may be about any rules, policy, action, decision or condition made or permitted by the

agency or any agency employee.

WHEN A GRIEVANCE MAY BE FILED: It is important that grievances be filed as soon as possible. The client and or interested person(s) may at any time during the grievance period take his/her concern directly to Oklahoma Department of Mental Health and Substance Abuse Services, Consumer Advocate, by telephoning the Office of Consumer Advocacy at (405) 573-6605 or toll-free 1(866) 699-6605.

HOW TO FILE A GRIEVANCE: Get a client grievance form from the Grievance Coordinator or any staff member. Write your complaint on the form and include how you would like to have the problem resolved. Sign the form and return it to the Grievance Coordinator. You may request assistance from a staff person in getting the form, writing and filing the grievance.

Within two (2) working days after your grievance is filed, an attempt will be made, with your participation to resolve the problem (see Grievance Procedures Section). **YOU HAVE A RIGHT TO FILE GRIEVANCES, TO RECEIVE A WRITTEN RESPONSE TO YOUR COMPLAINT, AND TO APPEAL IF YOU ARE NOT SATISFIED WITH THE RESPONSE. IF ANY PERSON ATTEMPTS TO DENY YOU THESE RIGHTS OR PENALIZE YOU FOR FILING A GRIEVANCE, CONTACT THE GRIEVANCE COORDINATOR OR THE OFFICE OF THE ADVOCATE GENERAL, Oklahoma Department of Human Services, P. O. Box 25325, Oklahoma City, OK 73125 or call (405) 521-3491, or AT ANY TIME YOU MAY GRIEVE DIRECTLY TO THE OKLAHOMA DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES, CONSUMER ADVOCATE, BY TELEPHONING THE OFFICE OF CONSUMER ADVOCACY AT (405) 573-6605 OR TOLL-FREE 1(866) 699-6605.**