

THE COUNSELING SOURCE, INC.

**CLIENTS RIGHTS AND GRIEVANCES
POLICY AND PROCEDURE**

RIGHTS:

1. It is the policy of The Counseling Source to adhere to the client rights defined and described in Ohio Administrative code Section 5122:2-1-02. A copy of the definitions and 22 rights is attached and considered the policy of The Counseling Source.
2. The Client Rights Officer is located at 10921 Reed Hartman Highway, Suite 133, Cincinnati, Ohio 45242, telephone number 513-984-9838 or 800-618-0688. Hours of availability are 9:00 A.M. to 5:00 P.M.
3. Responsibility of the Client Rights Officer shall include accepting and overseeing the process of any grievance filed by a client or other person or agency on behalf of a client.
4. A copy of this policy shall be distributed to each applicant or client at intake or next subsequent appointment in writing or orally. Agency staff will explain the client rights policy and/or provide a copy at any time upon request.
5. In an emergency situation, the client or applicant shall be verbally advised of the immediately pertinent rights such as the right to consent or refuse treatment and subsequent consequences. Written copy and verbal explanation of this policy shall be given to the client in a subsequent meeting.
6. A copy of the client rights policy shall be posted in a conspicuous location in the agency offices.
7. Staff will be provided with training related to client rights and grievance procedures.
8. The Counseling Source, Inc. does not discriminate with regard to clients served on the basis of race, gender, ethnicity, socioeconomic status, or medical status including HIV.

CLIENT RIGHTS AND GRIEVANCES (cont.)

GRIEVANCES:

1. The Client Rights Officer shall be available to assist the griever in the process of filing a grievance, investigation on behalf of the griever, and representing the griever at the agency hearing if desired by the griever.
2. Grievances are to be filed with the Client Rights Officer who is located as described above.
3. All grievances will be heard by an impartial clinician having no involvement with the client or situation which is the subject of the grievance. The procedure for hearing grievances shall include in person and/or telephone contact with the griever (and/or a representative as appropriate), and as appropriate, contact with others who are the subject of the grievance (including agency staff) and review of records.
4. Time line for resolution of grievances shall not exceed twenty working days from the filing of the grievance. Written notification of the resolution of the grievance shall be provided to the client or the griever, if other than the client (with the client's permission). Written resolution of the grievance shall be sent by certified mail to the client or griever's last known mailing address.
5. There is no specified time limit for the filing of a grievance.
6. Should the griever feel that the grievance is not adequately resolved by the person hearing the grievance, an appeal may be filed with the Agency Director. The Agency Director shall have ten days from the filing of the appeal to further investigate the grievance and shall provide written resolution to the griever by certified mail.
7. The griever may file a complaint with any or all of the several outside entities, specifically the Community Mental Health Board, the Ohio Department of Mental Health, the Ohio Legal Rights Service, the U.S. Department of Health and Human Services, and appropriate professional licensing or regulatory agencies. Relevant addresses and telephone numbers are attached. Information about the grievance may be provided to these outside entities upon request.
8. Copies of the grievance procedure will be provided to each applicant and client upon request. Agency staff shall explain the grievance procedure at any time upon request.