

# **RRCS Dispute Resolution Process for Clients, Employees and Others**

## *Revised 4/17*

### **RRCS Client Complaint Resolution Process**

If you believe that your rights have been violated and you need assistance making your complaint, you may contact your primary staff member directly or contact a RRCS Quality Analyst at (540) 825-3100. Your primary staff member or Quality Analyst staff will assist you to resolve your complaint and provide you with information and help you with the appeal process, if needed. Please bring your complaint to RRCS staff as soon as possible.

If you have questions about your fees or your bill, please contact Reimbursement staff in the clinic where you receive services or at our administrative office (825-3100.)

Human Rights Complaints are communicated to Agency staff as outlined below.

### ***Complaint Process***

1. It is usually quicker and more satisfactory to resolve a complaint at the program level. To make a complaint, speak to your primary staff member, another agency employee, a program manager or a Quality Analyst. These staff will help try to resolve your complaint.
2. If you are not able to resolve your complaint you may contact a RRCS Quality Analyst at 825-3100. He or she will help you with your complaint.
3. After your complaint has been received, a representative of the Executive Director will meet with you (if someone has not already met with you) to discuss your complaint and attempt to resolve it.
4. Within ten days the Executive Director or his/her representative will provide a written decision and response to your complaint.
5. If you don't agree with the Executive Director's decision or plan of action, you must tell the Executive Director - in writing and within 5 days - that you want to file an appeal.
6. If you appeal the Executive Director will investigate further and then make a final decision about your complaint within ten working days.
7. If you still do not agree with the Executive Director's final decision or plan of action you can appeal to the Local Human Rights Committee by filing, in writing and within ten working days, a petition for a hearing by the Local Human Rights Committee. A RRCS staff member or the Regional Human Rights Advocate can help you with this.

The Executive Director or the Chairperson of the Local Human Rights Committee may grant extensions to the time limits stated in the steps of the appeal procedure if there is good cause for doing so. Otherwise, failure to follow the time periods allowed shall constitute a waiver of the right to grieve the incident.

### ***Freedom from Retaliation***

It is our policy that individuals served may make complaints without fear of retaliation. Please contact Quality Analyst staff or the Executive Director if you believe you have been subject to retaliation for making a human rights complaint.

***Help in Making a Complaint***

If you need help making a complaint, contact your primary staff member or a program supervisor. If you wish to get help from someone else contact one of the following: RRCS Quality Analyst: 825-3100.

In addition to contacting RRCS staff, you may contact State advocates to assist you:

<b>Mental Health, Developmental Disability &amp; Substance Abuse Services</b>	<b>Aging Services</b>
DBHDS Regional Advocate: 1-877-600-7437	Aging Ombudsman at 1-800-552-3402
disAbility Law Center: 1-800-552-3962	

These individuals will help you work with RRCS staff or, if necessary, with the Local Human Rights Committee, to investigate your complaint and try to resolve it.

**RRCS Employee Dispute Resolution Process**

Employees should refer to Human Resources Policies or contact Human Resources for assistance with complaints.

**Other Complaints**

Other complaints about RRCS services or operations in the community can be brought to the Executive Director via email at rrcsb@rrcsb.org or by calling 540-825-3100 ext. 3145.

Within five working days of receipt of a complaint using this method the Executive Director or his/her designee will advise the complaining party of the process to be used to review and respond to the complaint.

The RRCS Board of Directors meets every month (meeting schedule on website). Its issue resolution process is provided below:

**Policy Statement: The Board of Directors provides for public comment periods during its regular Board meetings. The purpose of these periods is to allow members of the public to have input into service planning and service operations.**

**PROCEDURE**

***Board Chair***

The Board Chair will determine time allowances for public comments during regular Board meetings. Public comments will summarized as part of Board minutes. Individuals or groups who want their exact comments in the record will be required to provide the text to the Board Chair.

***Follow-up on issues***

If, in the opinion of the Board, an issue is raised during a public comment period that requires followup the matter will be considered at the next meeting of the Board Executive Committee. The Executive Committee will determine an appropriate course of action and direct resolution recommendations to the full Board if appropriate.