

Client Concern, Complaint, or Grievance

It is the policy of Northwestern Mental Health Center (NWMHC) that all concerns, complaints, grievances and/or violation of established standards be investigated and appropriate action be taken to address the situation. Any current or former client of NWMHC has the right to raise concerns, make complaints and have grievances heard. Clients will not be made to suffer any negative consequences for good faith reporting of their concerns, complaints or grievances. Staff are available to help develop and process a grievance.

PROCESS FOR RAISING A CONCERN OR MAKING A COMPLAINT:

Contact the **NWMHC Employee** directly verbally or in writing; if this is not an option contact their **supervisor**:

- In Person: *(an appointment is recommended but not necessary)*
- By Phone: 218-281-3940
- By Mail: PO Box 603 Bruce Street, Crookston, MN 56716

The NWMHC Employee/Supervisor will work with the client to resolve the concern or complaint.

If the concern or complaint is not resolved, contact the **Chief Operations Officer/Privacy Officer** in writing at 603 Bruce Street, Crookston, MN 56716. The Chief Operations Officer will work with the client and staff to gather information and work collaboratively with all to develop and implement a resolution to the concern or complaint.

PROCESS FOR A GRIEVANCE:

Contact the **Chief Operations Officer/Privacy Officer** either verbally or in writing:

- In Person: *(an appointment is recommended but not necessary)*
- By Phone: 218-281-3940
- By Mail: PO Box 603 Bruce Street, Crookston, MN 56716

The Chief Operations Officer/Privacy Officer will work with the client to resolve the grievance.

If the concern or complaint is not resolved, contact the **Chief Executive Officer** in writing at 603 Bruce Street, Crookston, MN 56716. The Chief Executive Officer will work with the client and staff to gather information and work collaboratively with all to develop and implement a resolution to the grievance.

If no viable resolution can be reached, or at any time during the grievance process:

Client/Family may contact any of the following:

- Minnesota Department of Human Services Licensing Division, 444 Lafayette Rd, St. Paul, MN 55155. Phone: 651-431-6500
- Office of Ombudsman for Mental Health and Developmental Disabilities, 121 7th Place East Suite 420 Metro Square Building, St. Paul, MN 55101. Phone: 651-757-1800
- Minnesota Board of Behavioral Health and Therapy, 2829 University Avenue SE, Suite 210, Minneapolis, MN 55414, Phone: 612-548-2177
- The Department of Health Office of Health Facilities Complaints, Phone: 651-201-4201; Minnesota Adult Abuse Reporting Center (MAARC), Phone: 844-880-1574
- Secretary of the Federal Department of Health and Human Services, 200 Independence Ave SW, Washington, DC 20201 Phone: 202-690-7000
- Office for Civil Rights, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W. Room 515F HHH Building, Washington, D.C. 20201

If you need assistance with developing and processing a grievance, we are happy to assist you: Please let the Chief Operations Officer/Privacy Officer know you would like assistance.

You may also ask to see the full policy (COM-20 Client Grievance & Violations of Standards)