

POLICY

CUMBERLAND COUNTY MENTAL HEALTH CENTER	Section 14 Page 1 of 10
Subject: Client Rights Effective Date: June 5, 2002 Responsible Official: Managed Care Director	Supersedes: Area Board Policy, Section 14 dated Feb 3, 1999; and 14.5 dated Oct 6, 1999
Approved by the Area Board on June 5, 2001. Recorded in Area Board Minutes dated June 5, 2002, Paragraph 6N, page 3.	

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SECTION 14.4 CLIENT RIGHTS: CLIENT GRIEVANCE

1. The Center shall not discriminate in the manner in which it provides services to clients because of race, religion, color, national origin, creed, sex, age, handicapping conditioning, ability to pay, or any other reason.
2. Clients or their legally responsible persons may submit a written grievance arising out of the provision of services, the perceived failure to provide services, or discrimination in the provision of services. Grievances shall be addressed and resolved at the lowest level possible. Those not satisfactorily resolved at a lower level may be appealed to the Area Director. Grievances not satisfactorily resolved by the Area Director may be appealed to the Area Board whose decision shall be final.
3. The Area Director shall develop and implement procedures that provide for the receipt, resolution, and appeal of written client grievances.
4. Grievances or any other reports of actual or alleged violations of the client's rights shall be promptly investigated and reported by the Area Director or his designated staff; the governing board of the involved contract agency; and the appropriate Client Rights Committee as provided for in APSM 30-1, 14V.503. The foremost purpose of the Area Director's investigation will be to ensure the client is safe and out of harms way, as well as to determine the facts of the violation. The Area Director shall develop and implement procedures which ensure investigation and reporting of the alleged or actual client rights violations.