

## **Hughes Behavioral and Mental Health Services, Inc.**

### **CONSUMER GRIEVANCE/COMPLAINT PROCEDURE**

Consumers, guardians/legally responsible individuals, and designated representative (e.g., attorney, advocate, etc.) have a right to address complaints about service provision with the agency, and do so without fear of reprisal for doing so. The agency's process for addressing a complaint is as follows:

1. Grievants are encouraged to address complaints with staff and attempt to work out the perceived problem in an informal manner.
2. If the informal attempt to address the complaint does not result in a satisfactory outcome for the consumer/family, a formal complaint may be initiated.
3. To file a formal complaint, a complaint form can be obtained from your staff, responsible QP, agency website ([www.hbmhs.com](http://www.hbmhs.com)), or at any of the agency's administrative offices.
4. Complete the complaint form and submit it to the Executive Director.
5. Upon receipt of the complaint form, the Executive Director will begin an investigation of the complaint, which may include interviews with the person submitting the complaint, and other persons noted on the form and/or within the agency that may offer relevant information in resolving the complaint.
6. Within 5 working days (excluding holidays) of receiving the complaint, the Executive Director will respond, in writing to the person who submitted the complaint, noting the result of the investigation. The written response will be provided during a meeting between the Executive Director and the grievant, in which the outcome of the investigation will be discussed.
7. Should the grievant be dissatisfied with the result of the response to the complaint, an appeal can be made to the Corporate Compliance Officer by indicating to the agency director that an appeal of the outcome is requested, or by directly contacting the agency Corporate Compliance Officer.
8. Within 5 working days, the Corporate Compliance Officer will respond in writing to the grievant as to the outcome of the appeal review.
9. At any time in the process, from the initial informal attempt to resolve the complaint to the receipt of the written response from the Corporate Compliance Officer, the grievant has the right to seek assistance from an advocate outside of the organization. Available advocates for consumers/families are listed below:

Partners MCO: 877-864-1453

Disability Rights NC: 877-235-4518

**HUGHES BEHAVIORAL AND MH SERVICES**

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**Consumer Grievance/Complaint Form**

Consumer name: \_\_\_\_\_

Person filing grievance: \_\_\_\_\_ Date of grievance: \_\_\_\_\_

Describe issue being grieved: \_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_

Hughes BMHS staff to complete information below:

Date received: \_\_\_\_\_ Date meeting was scheduled: \_\_\_\_\_

Date of grievance meeting: \_\_\_\_\_ Was a resolution achieved? \_\_\_\_\_

If yes, list resolution below.

If no, list resolution offered below.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Grieving party signature/date

\_\_\_\_\_  
Supervisor signature/date