304.0 Compliments, Suggestions, & Complaints

304.1 Policy Approval Clearance Record

	 ☐ Mental Health Policy ☐ Developmental Services Policy ☐ Rural Services Policy 	This policy supersedes:	Number of pages in Policy: 11
	Review by Representative from the Office of the Attorney General: n/a	Date:	Date Policy Effective:
		n/a	7/18/11
	Rural Services Director Approval	Date:	Policy Lead: Eric Skansgaard
	Signature: Barbara Legier	8/31/11	

304.2 Statement of Purpose

Policy Statement: Rural Services will ensure that recipients of service (or family members) have a barrier-free, effective means to voice their concern, receive resolution to complaints, and have means to share suggestions or compliments.

Purpose: To provide a barrier free process by which Rural Services can recognize compliments, suggestions, and complaints made by recipients of services. To be in compliance with multiple federal and state standards, Rural Services must provide means by which it can recognize compliments, suggestions and complaints made by recipients for the purpose of service improvements.

304.3 Authority

Federal:

Title VI of the Civil Rights Act of 1964;

Section 504 of the Rehabilitation Act of 1973;

Age Discrimination Act of 1975;

Americans with Disabilities Act (ADA), Title I

NRS 707.340 Assistance to peace officers in tracing certain calls

NAC 284, Rules for State Personnel Administration

Other Department of Health and Human Services - Prohibitions and Penalties

304.4 Unique Definitions and Acronyms

304.5 Procedures

304.5.1 Compliment – Suggestion – Complaint

- A. Compliments: Recipients of service (and others) are afforded the opportunity to notify the center/office and/or administration of positive activities. Forms and the sign How Can You Improve Services At This Center (Attachment C) for noting compliments will be readily available at all centers/offices. Staff shall provide assistance to any person who requests help in completing the form. Completed forms shall be reviewed in the weekly staff meeting of the center/office and forwarded to Administration where copies will be kept in a separate folder in the Quality Assurance Department. Compliment forms will be used in planning activities.
- **B. Suggestions:** Recipients of service (and others) are afforded the opportunity to notify the center/office and/or administration of possible opportunities to improve services. Forms for noting suggestions are readily available at all centers/offices. Staff shall provide assistance to any person who requests help in completing the form. Complete forms shall be reviewed in the weekly staff meeting of the center/office and forwarded to Administration where copies will be kept in a

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separate folder in the Quality Assurance Department. Suggestion forms will be used in planning activities.

C. Complaints

- 1. **Informal complaints** expressed verbally by recipients of service will be processed at the lowest level.
 - i. Staff who receive a verbal complaint will notify the involved staff and CPM-I at the center/office. Front-line staff will have 5 working days to respond to the verbal complaint by calling or contacting the complainant and seeking resolution.
 - ii. If the complaint is not resolved in 5 working days, staff will forward the complaint to the CPM-I or DS-IV supervisor at the center/office/office. The supervisor will have 5 working days to contact the complainant and resolve the complaint.
 - iii. If the verbal complaint can not be resolved at the supervisory level, the CPM-I or DS-IV will advise the person of the formal complaint process.
 - iv. All Complaints are logged into an Excel spreadsheet at the center/office level by designated staff and are discussed during monthly management meeting for planning and accountability purposes.
- 2. Formal Complaints: Recipients of service (and others) are afforded the opportunity to notify the center/office and/or administration of complaints. Forms for noting complaints are readily available at all centers/offices. Recipients of service (or others) will not be unfairly treated and/or care compromised based upon completion of a form. The formal complaint process is divided into both center/office procedures and administrative procedures as follows:
 - i. Center/Office level procedures include:
 - Staff will notify dissatisfied individuals of the right to file a formal complaint using the Compliments, Suggestions and Complaint form (Attachment A).
 - b. Staff unconnected from the complaint shall provide assistance to any person who requests help in completing the form.
 - c. Collection boxes in the center/office are easily accessible and checked daily by designated staff.
 - d. The Center Director (CPM I) or DS-IV, or designated staff, will attempt to resolve formal complaints at the center/office level and will attempt to contact the person by the next business day.
 - e. CPM I or DS-IV will have 20 business days to respond in writing to the complainant.
 - f. Resolution will be tracked on the Resolution form (Attachment B).

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- g. The Supervisor will forward a copy of the written response and any information regarding resolution to QA AA staff.
- ii. Agency Administrative level procedures include:
 - a. When a complaint cannot be resolved at the center/office level, a completed copy of 304A is sent to RS Administration within 24 hours, with a copy remaining in a designated folder in the local center/office.
 - The QA AA will log the complaint into an Excel spreadsheet and forward the complaint to the designated management team staff member (CPM II, ASO, DON, Psychologist, etc.).
 - c. The designated management team staff member will review the complaint, with 20 business days to finalize resolution, including a copy of the written response to the complainant. Tracking of the resolution must be documented on the Resolution form (Attachment B).
 - d. The Agency Director will be notified when management staff request guidance on resolution. The Agency Director will convene a meeting with all involved staff and/or contact the complainant to finalize resolution of the complaint within 20 business days (or as determined reasonable by all involved parties).
 - e. All documents retained at either the center/office or administrative office will be kept in a secure location to preserve complainant confidentiality.
 - All formal complaints will have final review by the Agency Director.
 - g. Complaints, and other information, will be used for program improvement and accountability purposes.
 - h. Regardless of completing these forms, people have a choice to notify others of their complaints. This may include the Division of Mental Health and Developmental Services (MHDS) and the Department of Health and Human Services (DHHS). If the complaint is based on race, color, national origin, religion, gender, sexual orientation, age, or disability then the person also has a right to file a complaint with the Office for Civil Rights in San Francisco (phone: 415-437-8310, Fax: 415-437-8329, and TDD: 415-437-8311). If the complaint is based on a disability, Rural Services will make appropriate arrangements to assure that the person can participate in or make use of this complaint process on the same basis as non-disabled persons.
- D. Quality Assurance and Planning Corrective action pertaining to resolutions will be tracked in the Quality Assurance/Performance Improvement department. Supervisors will ensure corrective action and implementation for the affected center/office or office. Quality Assurance Staff will monitor corrective action for compliance and present tracking and trending information to MARS for use in planning and accountability.

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304.5.2 Timelines:

Table 304.5.2.1: Timelines for "Compliments, Suggestions, & Complaints" Policy

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Notification of Compliments, Suggestions, & Complaints through verbal or required form 304.5.1.A	The Next business day	The day that the suggestion, or complaint is received via verbal or specified form	The Center/office Director or RURAL SERVICES Administrative Staff	The Center/office Rural Services Administrative Staff will work to resolve complaint or suggestion within 20 business days.
Collection boxes 304.5.1.C.2	daily	Each day	Administrative Assistant or designee	Check collection boxes for compliments, suggestions, complaints, and route to local supervisor
Contact complaint 304.5.1.C.1 and 304.5.1.C.2	Next business day	Receipt of informal verbal complaint	Involved staff and/or supervisor	Upon receipt of initial or forwarded complaint, contact the complaint and attempt to resolve the complaint.
Attempt to resolve informal complaint	5 business days	Receipt of informal verbal complaint	Involved staff or supervisor	Work to resolve the complaint and document resolution on the resolution form. If unable to resolve, forward to next supervisory level. If unable to resolve at center/office level, convert to formal complaint and forward to administration.
Attempt to resolve formal complaint 304.5.1.C.2	20 business days	Receipt of formal written complaint	Supervisor, CPM- II, or Agency Director or designee	Work to resolve the complaint, respond in writing to the complainant, and document on the resolution form.
Review complaint log and tracking / trending data at MARS 304.5.1.D	Semi- annually	First MARS meeting of calendar and fiscal years.	Quality Assurance Staff	Analyze complaint log and associated materials, present tracking/trending data at MARS for planning and accountability purposes.

304.6.5 Supervisory Responsibility: Supervisors will provide in-service training to ensure all staff understands the requirements of this policy and procedures and understand the definitions and will revisit this policy periodically, but no less than annually for recommendations for improvement or additions.

304.7 Rural Services Responsibilities

304.7.1 Participants in Policy Development

Eric Skansgaard, CPM-II Carson City

William Hammargren, DS-IV Winnemucca

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Marcia Bennett, CPM-II Carson City

Dosheen Cook, Psychologist Carson City

Barbara Legier CPM-III Carson City

304.8 Policy Cross Reference

304.8.1 MHDS Policy 6.008 HIPAA Complaint Procedures

304.8.2MHDS Policy 2.001 Client Rights

304.8.3 MHDS Policy CRR 1.2 Prohibition Against Abuse and Neglect and Reporting Procedures

304.8.4 Rural Services Policy 907 Admission, Continuation of Service, Discharge Criteria

304.9 Attachments

304.9.1 304A Compliments Suggestions Complaints

304.9.2 304C Resolution form

304.9.3 304B How can you improve services at this center/office?

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Attachment 304 A

Compliments, Suggestions and Complaint form

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RURAL SERVICES (304A) COMPLIMENT – SUGGESTION – COMPLAINT/CONCERN

Use this form to let us kno	ow if you have any of the follows	ing:
☐ Compliment	☐ Suggestion	Complaint/Concern
COMPLIMENT:	Staff member (specify):	
Please describe reason for	compliment:	
SUGGESTION (please de	escribe):	
	Staff member (specify):	S LOCATION:
Please describe your conce	ern:	
<u>.</u>	ntacted regarding this issue?: here): here):	
Other (indicate	here):	
Please print your name:		Date:
Return this form using the Give to center/office s 1181 Mail to Rural Services	taff	lace in box provided Fax to Rural Services at 775-684- Suite 157 Carson City NV 89706

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Attachment 304B Resolution form

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Center/office Information

RURAL SERVICES – RESOLUTION FORM (304B)

Name of Complainant: Signature of DS-IV or CPM I:	e of Complainant: Date received suggestion/complaint: ature of DS-IV or CPM I:					
Date contacted complainant:						
Resolution requested by complainant:						
DS-IV or CPM I Comments:						
Resolution:						
Date resolution was accepted by complainant:						
DO NOT WRITE BELOW THIS LINE – RURAL SERVICES ADMINISTRATION ONLY						
Date received suggestion/complaint:						
Rural Services Administration staff name:						
Date reviewed by Director:	iewed by Director: Agency Director signature:					
Date contacted Center/office Director and comments:						
Date contacted complainant and comments:						
Agency Director Comments:						
Resolution (if not resolved at Center/office level):						
Date resolution was accepted by complainant (if not resolved at Center/office level):						
Action still needed?	□NO	Closed? (check if closed)				
Print name of person closing this grievance process:						

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Attachment 304 C SIGN – How can you improve services at this center?

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Do you have a compliment, suggestion or complaint?

- 1. If you feel comfortable talking with the staff member and/or provider directly you are entitled to do so. Even if you can resolve the issue, or make your opinion (suggestion, compliment) known, you also have the right to complete a form. Forms are located at all mental health center/offices and developmental services offices.
- 2. You have a right to complete a compliment-suggestion-complaint form and submit that form for resolution. The form can be placed into the collection box (if there is one in the lobby area), handed directly to staff, or mailed/faxed directly to Rural Services Administration (address and fax noted below).
- 3. Rural Services staff will attempt to contact you within five ene business days of receipt of your suggestion or complaint. Rural Services staff will work with you to resolve your suggestion or complaint within 20 business days. In working towards resolution, the Reviewer may request a meeting with you and other parties. Your prompt and timely participation can be critical to finding a satisfactory resolution.

1665 Old Hot Spring Rd, Suite 157 Carson City NV 89706 Fax: 775-687-1181

This agency/center/office shall not discriminate in the provision of services based upon race/national origin, age, color, religion/creed, gender, sexual orientation, or disability. Additionally, Rural Services staff should not violate your rights and treat you unethically or unfairly. If you feel your rights have been violated or you have been discriminated against, you have a right to contact the Division of Mental Health and Developmental Services (775-684-5943), the Department of Health and Human Services (775-684-4000), or the Office for Civil Rights in San Francisco (phone: 415-437-8310, Fax: 415-437-8329, and TDD: 415-437-8311).

Form 304C to Compliments, Suggestions, and Complaints policy

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