

Washington County
Behavioral Health Division

Policy on Individual Rights: Complaints and Grievances

Policy Number: ADMIN 153

Responsible Team(s): Quality Assurance

Origination Date: 5/5/2005

Next Review Date: 7/12/2025

Revision history: 8/11/08, 1/7/10, 12/7/10, 12/28/11, 1/28/14, 12/15/14, 06/15/18, 12/10/18, 10/17/2020, 5/17/2021, 5/17/2023, 7/12/2023, 2/2/2024

Related Documents: ADMIN 150 Policy on Individual Rights and Responsibilities, ADMIN 153a Procedure on Individual Rights: Complaints and Grievances; Behavioral Health Complaint and Grievance Form

OBJECTIVES

The purpose of this policy is to describe Washington County Behavioral Health (WCBH) staff's responsibility to clients and their right to file complaints and grievances.

SCOPE/APPLIES TO

Staff, contracted staff, interns, volunteers, and Peers of WCBH (referred to collectively hereafter as "staff")

POLICY

DEFINITION(S)

Client: An individual receiving care coordination services with Washington County Behavioral Health and/or behavioral health services with a contracted provider.

Complaint: Refers to a verbal or written expression of dissatisfaction about a situation including care and services provided.

Grievance: A formal complaint with any part of the delivery of behavioral health services and supports.

Representative: An individual who acts on behalf of a client at their request or when the client is unable to make decisions about a complaint or grievance. Representatives may include, but are not limited to, a legal guardian, relative, friend, an employee, or attorney.

Washington County Behavioral Health Division

POLICY STATEMENT

Washington County Behavioral Health (WCBH) follows the Oregon Administrative Rules (OAR) 309-019-0115 Individual Rights and 410-141-3590 Member Rights as a delegate of Coordinated Care Organizations (CCO) for care coordination. As the Community Mental Health Program (CMHP), WCBH may also receive and resolve complaints and grievances within its role per OAR 309-014-0021(1)(c) Management Functions. Complaints and grievances will be processed and responded to in accordance with OAR 309-019-0215 Grievances and Appeals.

Clients, their guardian, or representative have the right to file complaints and grievances at any time. Clients and guardians will participate in the complaint and grievance investigation. They may appeal the decisions resulting from the complaint or grievance. Staff will not discourage clients from making a complaint or grievance and will encourage clients to make a complaint or grievance when they feel their rights have been violated.

Staff advocate and assist clients in the complaint and grievance process by providing information on how to make a complaint or grievance. Staff, as needed, will assist the client in making a report either in writing or by verbal report to the appropriate entity of the client's choice.

Clients, their guardian, or representative may file complaints or grievances directly with:

- Their service provider.
- Their Coordinated Care Organization (CCO):
 - CareOregon Member Services Line: 503- 416-4100
 - Trillium Complaint Hotline: 1-877-367-1332
 - Yamhill Community Care : 855-722-8205 or (TTY 711)
- The Health Systems Division (HSD) of the Oregon Health Authority (OHA):
 - Health Systems Division: 1-800-273-0557
- The Community Mental Health Program (CMHP):
 - Washington County Behavioral Health Division: 503-846-4515