

### CLIENT GRIEVANCE PROCEDURE

It is the policy of TRS Behavioral Care, Inc. that every effort shall be made to resolve a client's grievance in a fair and equitable manner, and that all client grievances will be investigated and resolved promptly in accordance with the Department of State Health Services (DSHS).

1. All staff members shall be aware of a client's needs and shall pay close attention to those situations that could lead to a grievance situation. Clients may grieve directly to any staff member. Clients may grieve about any violation of client rights or DSHS standards.
2. Staff members shall make every effort to resolve the grievance informally by discussing the situation or circumstances with the client.
3. Staff members who are involved shall not be included in acceptance, investigation or decision-making concerning the grievance.
4. Clients who are not able to resolve their grievances by discussion must put their grievance in writing including date and signature.
5. TRS Behavioral Care, Inc. will provide pens, paper, envelopes, postage and access to a telephone upon request in order to file a complaint. TRS Behavioral Care, Inc. shall provide assistance to clients who cannot read or write or have difficulty reading and writing.
6. The Director of Clinical Services will acknowledge receipt of the grievance within 24 hours and investigate the grievance and interview the client as necessary.
7. A written report of the investigation and initial disposition shall be made to the client by the Director of Clinical Services or designee within seven days.
8. A client who is still dissatisfied may appeal the decision to the governing authority and a written report of the decision will be forwarded to DSHS with a written response given to the client within 30 days.
9. There shall be no retaliation, formal or informal, against a grieving client.
10. TRS Behavioral Care, Inc. shall retain full records of all grievances in a confidential file for three years, but not in a client's case file.
11. Clients may submit their grievance at any time directly to:

The Joint Commission  
 One Renaissance Boulevard  
 Oakbrook Terrace, Illinois 60181  
 Phone: 630-792-5411 / Fax: 630-792-4411

Department of State Health Services  
 P.O. Box 149347  
 Austin, TX 78714 (800) 832-9623

Office of Attorney General  
 Consumer Protection Division  
 P O Box 12548  
 Austin, TX 78711-2548 (512) 463-2185

Texas State Board of Medical Examiners  
 (for reporting complaints against licensed physicians)  
 1812 Center Creek Drive, Ste. 300  
 Austin, TX 78754

Louisiana Mental Health Patient Advocacy  
 (225) 383-8225

Texas Department of Human Services Hotline: (800) 252-5400  
 DARS Service Number: (800) 628-5515

U.S. Department of Health and Human Services  
 Office for Civil Rights  
 50 United Nations Plaza, Room 322  
 San Francisco, CA 94102  
 (415) 556-8730 / TDD (415) 556-8586

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent or Legal Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
TRS Staff Signature

\_\_\_\_\_  
Date