



## **RADIAS Health**

### **Grievance Procedures for Persons Served**

#### **POLICY:**

Our policy is to inform each person served of this policy when they start getting services in any RADIAS Health program. Any person served may voice a grievance and/or recommend changes in policies and services. Any person served who makes a grievance will be protected from restraint, interference, coercion, discrimination or reprisal, including threat of service termination.

#### **PROCEDURE FOR MAKING A GRIEVANCE:**

1. **INITIAL GRIEVANCE:** Initial grievances may be made either verbally or in writing (via paper or electronic communication). You may select the way with which you feel most comfortable. It is usually best to first discuss your grievance with the staff person you work most closely with. However, if you can't or prefer not to do so, then address the issue to their supervisor. The staff and/or the supervisor will assist you in determining when it is appropriate to refer your grievance to outside agencies.

The individual receiving the grievance will act as an advocate for you and do all that is reasonable to achieve a satisfactory resolution for you. If the grievance is against the individual receiving it, s/he must ensure that you understand how to process the grievance within the agency as well as how to use outside resources as necessary.

It is always best to make your grievance as soon as possible. This allows the information to be fresh in your mind and usually makes the issue easier to address. Sometimes when people wait too long to make a grievance, it is not always easy to solve the problem. Therefore, we ask that you try to make your grievance within 24 hours. Grievances made later will be taken but may be more difficult to solve.

If you have a grievance that indicates that you, or other, have or may come to some harm, you may expect your grievance to be addressed immediately.

Either you or your authorized representative can make a grievance. You can make a grievance while you are getting services as well as after you may have ended services.

2. **TAKING YOUR GRIEVANCE TO THE CLINICAL SUPERVISOR/PROGRAM or TREATMENT DIRECTOR:** If your grievance cannot be resolved by addressing it directly with the staff person, you may present your grievance either verbally or in writing to the Clinical Supervisor/Program or Treatment Director for your program. Main office staff at the address below can help direct you to the right person:

**RADIAS Health  
166 4th Street East  
St. Paul, MN 55101  
651-291-1979**

This individual may request a meeting with you, the staff, and any other parties involved. You can expect a response in writing that we have received your grievance within three days, and a written response to your grievance within fifteen working days. Once again, you can expect an immediate response if your grievance indicates you or other have or may come to some harm.

3. **TAKING YOUR GRIEVANCE TO THE ASSOCIATE DIRECTOR OF CLINICAL SERVICES:** If you are still dissatisfied with the response and/or proposed resolution, you may address your grievance to the Associate Director of Clinical Services. This can be done in

writing, on the phone or in person. The staff at the main office can help you determine which Associate Director can help. If you make the grievance in writing, use the following address:

**Associate Director of Clinical Services**  
**RADIAS Health**  
**166 4th Street East**  
**St. Paul, MN 55101**  
**651-291-1979**

The Associate Director of Clinical Services will acknowledge the grievance has been received in writing within three days and respond within 15 days of receiving the grievance.

4. **TAKING YOUR GRIEVANCE TO THE DIRECTOR OF CLINICAL SERVICES:** If you are still dissatisfied with the response and/or proposed resolution, you may address your grievance to the Director of Clinical Services. This can be done in writing, on the phone or in person. If you make the grievance in writing, use the following address:

**Director of Clinical Services**  
**RADIAS Health**  
**166 4th Street East**  
**St. Paul, MN 55101**  
**651-291-1979**

The Director of Clinical Services will acknowledge the grievance has been received in writing within three days and respond within 15 days of receiving the grievance.

5. **TAKING YOUR GRIEVANCE OUTSIDE OF RADIAS Health:** If you feel your grievance still has not been resolved, you may feel that an outside party may be helpful in resolving your issue. If the written response you receive from the Associate Director of Clinical Services is unsatisfactory, you should contact an outside impartial advocate or representative. A meeting should be scheduled within five working days of your request for outside involvement.

Be assured that the staff and their supervisor will be available to meet with you and the advocate/representative of your choice in order to resolve your grievance. You have the right to access any available rights protection agencies or advocacy services. You have the right to receive assistance in understanding, exercising and protecting your rights. These rights include the opportunity for private communication between yourself and your chosen representative.

**FOLLOWING IS A LIST OF RIGHTS PROTECTION AGENCIES:**

**Office of Health Facility Complaints**

P.O. Box 64970

St. Paul, MN 55164-0970

Phone: 651-201-4201

National Toll Free: 1-800-369-7994

<http://www.health.state.mn.us/divs/fpc/ohfinfo/filecomp.htm>

**Minnesota Department of Human Rights**

625 N Robert St

St. Paul, MN 55155

Phone: 651-296-5663

<http://mn.gov/mdhr/>

**Legal Aid – Minnesota Disability Law Center**

430 1<sup>st</sup> Ave North, Suite 300

Minneapolis, MN 55401-1780

Phone: 651-334-5970

<http://mylegalaid.org/about/locations/minneapolis>

**Office of Ombudsman for Mental Health & Developmental Disabilities**

121 7<sup>th</sup> Place East, Suite 420 Metro Square Building

St. Paul, MN 55101-2117

Phone: 651-757-1800

<http://mn.gov/omhdd/>

## Minnesota Department of Human Services – Licensing Division

444 Lafayette St

St. Paul, MN 55101

Phone: 651-431-6500

[Http://www.dhs.state.mn.us/main/idcplg?IdcService=GET\\_DYNAMIC\\_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=Licensing](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=Licensing)

Minnesota Department of Health

P.O. Box 64975

St. Paul, MN 55164-0975

651-201-5000

888-345-0823 - For Minnesota callers outside the metro area (toll-free)

<https://www.health.state.mn.us/facilities/regulation/filegrievance.html>

### **WHAT HAPPENS AFTER I MAKE A GRIEVANCE?**

Your grievance is reviewed. RADIAS Health will review the grievance and include an evaluation of whether related policies and procedures were followed and adequate; whether there is a need for additional staff training; whether the grievance is similar to past grievances with the person, staff, or services involved; and whether there is a need for corrective action by RADIAS Health to protect the health and safety of persons receiving services. Based on the review, we may be required to develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the license holder, if any. Within three days, RADIAS Health will acknowledge that the grievance have been received. Within fifteen days, you will receive a final written response to your grievance. RADIAS Health provides a written summary of the grievance and a notice of the grievance resolution to the person and case manager that:

1. Identifies the nature of the grievance and the date it was received.
2. Includes the results of the grievance review.
3. Identifies the grievance resolution, including and corrective action.
4. Requires that the grievance summary and resolution notice be maintained in the services recipient record.