

Client and Community Grievance Policy and Process

Head & Heart Therapy

Last Revised 9/13/21

1. Introduction:

Head & Heart Therapy is always open to growth and feedback especially in cases where there was an unsatisfactory, disappointing, or unacceptable interaction with our staff. In order to improve our services, we need to be open to complaint and criticism. Each client and/or guardian will be notified about our grievance policy when they begin services, and they will be reminded of the grievance process if they make it known that they are unhappy with an interaction from our organization.

All grievances will be handled using the guidelines established in Oregon public law, OAR 309-019-0215. The following policy applies to all service users and their families who are being seen by staff at Head & Heart Therapy.

2. Cultural Considerations and Assistance:

Grievances will be processed in a nondiscriminatory and respectable manner. An unbiased staff member will be assigned to each grievance case. All complaints will be viewed through a culturally competent lens. If there is a language barrier, translation services will be provided to clients or community members who wish to file a grievance.

Clients may have different levels of comfort and experience around completing the required forms to file a grievance. Upon request, a member of our staff can assist with the grievance and appeals process.

3. Timeliness:

For the organization to continue to develop, we must be able to process grievances in a timely manner so that we can use that feedback to refine our services and improve our staff training and onboarding. Grievances will have a complete and thorough investigation within 30 calendar days.

Each action taken to solve the complaint will be clearly documented within 3 business days. Records will be securely stored as long as the client record is kept. Along the way, clients and/or guardians will be notified of the grievance's status as it is being processed. Any outcomes will be discussed with all parties involved in a way that makes the results and basis for the decision clear.

Expedited Review:

If the subject of the grievance may cause harm to the service member before it is complete, an expedited review may be requested. The program director will review these cases and provide a written response within 48 hours. The director's response will include information about the appeal process.

4. Non-Retaliation:

Any parties who file a complaint, witnesses, or staff member of a provider may not be subject to retaliation for making a report, being interviewed about a report, or being a witness. Retaliation is a broad term that includes but is not limited to termination, harassment, reduction in services or wages, or a negative performance review based on the action. The grievant is immune from any civil or criminal liability in regards to the filing of the grievance or the content of the grievance.

All complaints will be treated in a confidential manner except in cases where illegal, dangerous, or unethical behavior has occurred. In those instances, information may be shared with external entities such as the local police department.

5. Grievance and Appeals Process:

1. *Awareness and Availability:* All clients and their relevant family members will be given a written copy of our grievance policy in paper or in a digital format before their first session, and it will also be provided upon request to clients, families, or community members. Upon entry, clients will also receive a grievance form and will also be presented with one upon request. These documents will be available in our lobby as well. Contact information for the Oregon Health Authority, Disability Rights Oregon, CareOregon, Healthshare, and the Governor’s Advocacy Office will be clearly posted and available upon request.
2. *Filing:* All grievances can be directed to our program director, Sarah Dobey. She can be reached by phone (716-572-7370) or by email at headandhearttherapy@gmail.com. Any parties who are filing a complaint are encouraged to do so at the lowest level possible. Grievances and complaints can be filed at Head & Heart Therapy with our Grievance and Complaint Form.
3. *Response and Appeals:* All filed grievances will receive a written response from the program director within 30 calendar days, or in the case of an expedited review, the party who filed the grievances will receive a response within 48 hours. If the results of the grievance process within our office are unsatisfactory, the client and/or guardian who filed the complaint will be directed to file an appeal at a higher level such as with the Oregon Health Authority, Disability Rights Oregon, any involved CCO or insurance company, and the Governor’s Advocacy Office.
 - a. If clients and/or guardians are not satisfied with the results at the agency level, they will be encouraged to send an appeal to the Oregon Health Authority in writing within 10 business days of the program director’s response. If they are not satisfied with the results of the OHA appeal, they may file a second appeal within 10 business days of the OHA director’s response.
 - b. If a client wants to file a complaint with their specific insurance plan, a Head & Heart staff member will assist them in finding the best method of contact to get in touch with their individual insurance company.

Agency	Phone Number
Oregon Health Authority	(971) 673-1222
Disability Rights Oregon	(503) 243-2081
CareOregon	(503) 416- 4100
HealthShare	(503) 416-8090
Oregon Governor’s Advocacy Office	(503) 945-6904