

**APRIL 2009**

**CLIENT RIGHTS AND GRIEVANCES**

The agency received one informal grievance in April. The informal grievance was from a client regarding the staff psychiatrist. The client made a complaint with staff that the psychiatrist was not adjusting a medication that was not working. The client was also concerned about the psychiatrist lack of attention when the client tried to explain symptoms to him and the client felt that the psychiatrist refused to give him the results of a sleep study he had been sent for. Staff explained to the client that the psychiatrist would make only the adjustments that he felt were needed and could change medications only if medically warranted. The client was able to obtain the results of the sleep study from the doctor that conducted the test, so this issue was resolved. The client was not satisfied with the explanations provided and requested an alternative to seeing the original staff psychiatrist, so the client was transferred to another staff psychiatrist for future care.