

AUGUST 2009

CLIENT RIGHTS AND GRIEVANCES

The agency received two informal grievances in August. The first informal grievance was from a client who made allegations of physical abuse by a clinical staff member to ODMH. ODMH referred the investigation to the Fairfield County ADAMH Board. The agency's CRO investigated the incident internally and provided the Fairfield County ADAMH Board with all of the findings from the internal investigation. The Fairfield County ADAMH Board letter to ODMH deemed the allegations of physical abuse unfounded.

The agency received a second informal grievance from a client's parent regarding the findings of a psychological evaluation conducted by the agency. The parent stated concerns regarding the timeliness of the evaluation which was address with the clinical staff responsible. In addition, the parent stated concerns regarding the content of the evaluation, the participation of the referral source in the evaluation, and the contact the agency had with related parties. It appears that the agency's standards were followed related to all of these concerns. The parent was offered the option to file a formal grievance and provided with information regarding another agency that could redo the evaluation. At this point, the parent has not provided the CRO with a written complaint.