

GRIEVANCE POLICY

To assure appropriate review and resolution of conflicts that may arise, Blue Valley Behavioral Health has established the following procedures:

1. If a client or a client's family has a grievance, they are encouraged to discuss the problem with the primary therapist, or therapist's supervisor, in order to reach resolution.
2. If the problem is not resolved through discussion, the client and/or family will be asked to present the problem to the staff person in writing by completing the Report of Client Complaint Form. If the client is not comfortable in addressing the staff person directly, he/she may proceed to next step.
3. If the problem is not resolved within ten (10) working days, the client may present the completed Client Complaint Form to the staff member's supervisor.
4. If this does not become resolved in ten (10) working days, the client may present the Client Complaint Form to the Program Director.
5. If this does not resolve in ten (10) working days, the client may present the Client Complaint Form to the Executive Director of Blue Valley Behavioral Health, for final review.
6. Client will be notified in writing of the response.
7. At resolution, the original complaint form and related documentation will be forwarded to the Performance Improvement Committee for review and maintenance.
8. Client's who feel their grievance is unresolved may contact the following state and regulatory agencies:

Nebraska Health and Human Services
PO Box 94986
Lincoln, NE 68509-4986
(402) 471-0316

Joint Commission on the Accreditation of Healthcare Organizations
1-800-994-6610

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