

GLENWOOD, INC.			
Policy Number:	Rights of Persons Served 8025		
Policy Title:	Complaint / Request for Review; Complaint / Request for Review Form		
Responsible Committee:	Rights, Responsibilities, and Ethics		
Committee Approval/Revision Date:		Board Annual Review Date:	09/22/16
Final Approval Committee/Group		Approval/Revision Date:	09/25/14
Regulation Reference:	CARF 1.K.3; DMH/DD 580-5-33.5 DMH/DD 580-5-33.07 (5); DMH/DD Basic Assurance Factor Two B Factor Four B; DMH/MI 580-5-9-.04 (c) (1-4)		

POLICY:

Glenwood has a system to address specific complaints or request for review made by staff members, individuals served, other consumers and external individuals for services provided or actions taken at Glenwood.

PROCEDURE:

All individuals receiving services or their family members/guardians have the right to make formal complaints free from reprisal. Glenwood’s complaint/request for review form can be provided to an individual by any staff member or found on the website, www.glenwood.org. Individuals can also file a complaint via email to qualitycare@glenwood.org or by calling 205-795-3293.

All complaints are to be initially directed to the appropriate Division Director. Once received and final resolution indicated, complaint will be forwarded to appropriate Vice President for review and then to COO for final review who will determine the need to forward on to the President/CEO. Finally, the complaint will be forwarded to the PI/Clinical Records Manager for data collection purposes. The complaint/request for review process is expected to be completed within 30 days.

All complaint/requests for review are reviewed and analyzed annually to determine trends, areas in need of improvement and action to be taken.

Reporter of complaint will be notified of initial action taken and of final resolution. Should the individual served or reporter feel that further help or assistance is needed they can contact one of the following organizations for further assistance.

Department of Mental Health and Mental Retardation 1-800-367-0955
The Department of Human Resources 205- 918-5100
ADAP – Alabama Disabilities Advocacy Program 205-348-4928
Mental Health Consumers of Alabama 1-800-264-6422