

## CLIENT/PATIENT GRIEVANCE PROCEDURE

### STATEMENT OF POLICY

Each person served or his/her parent or legal guardian will be provided with information on how to file a grievance at their first meeting with NorthKey staff.

A grievance can be filed regarding any potential client rights violation. The grievance process may be started by calling the Chief of Services and Development at (859) 578-3200, ext. 6122. The grievance may also be started by the client's request for a Grievance Information form at any NorthKey location. At any point in the process, the person filing the grievance may contact NorthKey Community Care's Ombudsman at (859) 578-3200, ext. 3233. The ombudsman is available to assist individuals in resolving complaints.

### STATEMENT OF PROCEDURE

1. The person calling with a grievance will be sent or given a Grievance Information form. These forms are available at all locations and can also be obtained through the office of the Vice President. The form is to be returned to the office of either the Chief of Services and Development at 503 Farrell Drive, Covington, KY 41011.
2. The Chief of Services and Development will investigate the grievance and provide a written response within 14 days.
3. If the person served is not satisfied with the outcome of the grievance, he or she may request that the NorthKey CEO review the grievance. The CEO's office phone is 859-578-3200, ext. 3252. The CEO will respond in writing within 14 days.
4. Copies of all documentation will be kept in the office of the CEO. Copies of all grievance documentation will also be kept in the office of the Ombudsman. Pertinent information regarding grievances will be shared at least quarterly with the governing body.
5. If at any point in the Grievance Process it is determined that there has been a possible violation of the NorthKey Code of Ethics, or of the Code of Ethics of any involved staff person's professional licensing body, the NorthKey Ethics Committee will review the grievance and make a determination.
6. The decision of the CEO is the last decision the person filing the grievance will receive from NorthKey.
7. All persons served have a right to contact the following entities if they believe their rights have been violated:

Department of Community Based Services (859-564-7463) Address: 275 E. Main Street, Frankfort, KY 40621-0001

Ombudsman, State Department of Mental Health/Mental Retardation Services (800 372 2973) Address: 275 E. Main Street, Frankfort, KY 40621-0001

Office of the Inspector General (859-564--2888) Address: 275 E. Main Street, Frankfort, KY IE-B

Office of Protection and Advocacy , (800-372-2988), Address: 275 E. Main Street, Frankfort, KY 40621-0001

The Joint Commission (800-994-6610) or by email [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

