

The policy of the Brown County Board of Mental Health & Addiction Services (Board) and its contract agencies is to help Brown County resident's recovery from mental illness or a substance use disorder. The Board and its contract agencies believe in providing high quality services that are client centered and respect the privacy and wishes of the client. You are guaranteed to being treated as a partner in your treatment.

Each agency has a Client Rights Officer (CRO) who has the job of supporting you and not the agency if you have questions about your rights.

The CRO of the agency you receive services from is your best resource in addressing a complaint or concern. Each agency has a grievance procedure for addressing your concerns.

The Client Rights Officers (CRO)

Child Focus, Inc.
Talbert House

Sandra Lock or Dr. Laura Stith
Cheryl Williams

(513) 752-1555
(937) 378-4811

If you believe your concern has not been resolved, you can contact the CRO at the Brown County Board of Mental Health & Addiction Services. Just read "The Grievance Process" below for more information.

Grievances

If you believe that your concerns have not been resolved after talking with the [Client Rights Officer](#)(CRO) at the agency where you receive services, you can file a Grievance with the CRO at the Brown County Board of Mental Health & Addiction Services (Board) 937-378-3504.

A grievance is a way to say you are not satisfied. Grievances center around the violation of client rights. Please click on [Client Rights](#) for a list of client rights. Concerns may be addressed either formally or informally.

The Grievance Procedure

- A complaint may come to any staff member of the Board. If it is a grievance, it is referred to the CRO.
- Discuss your concerns with the CRO. The CRO will help you determine if your concern should be addressed either informally or formally.

Informal

Sometimes, talking with a staff member or a Client Rights Officer at the agency to let them know you are unhappy can result in changes you want. Many complaints are resolved using the informal process.

Formal

If you do not believe that your concerns were addressed through the informal process, or would like help talking with the agency, you can file a formal grievance.

- A grievance is a written document. The CRO can help you write the grievance, if desired.
- CRO investigates the grievance and schedules a hearing, if appropriate.
- The CRO has 20 days from the time you filed your grievance to come to a resolution.

If you are not satisfied with the results of the hearing, you may also contact the following organizations:

For concerns regarding mental health services:

<u>Ohio Department of Mental Health & Addiction Services</u>	877-275-6364
<u>Ohio Advocates for Mental Health</u>	800-589-2603
<u>National Alliance on Mental Illness (NAMI-OHIO)</u>	800-686-2646

For concerns regarding alcohol or substance abuse services:

<u>Ohio Department of Mental Health & Addiction Services</u>	877-275-6364
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For concerns regarding any type of services:

<u>Ohio Legal Rights Service (OLRS)</u>	800-282-9181
<u>U.S. Department of Health and Human Services</u>	312-886-5078

If you believe a licensed staff person (doctors, nurses, counselors, social workers, and psychologists) has violated rules that govern their profession, you can also file a complaint with their Licensing Board.

To file a complaint about a licensed staff member, contact:

State of Ohio Medical Board 800-554-7717 (complaint about a medical doctor or psychiatrist)

Ohio State Board of Psychology 877-779-7446 (complaint about a psychologist)

Ohio Board of Nursing 614-466-3947 (complaint about a nurse)

Counselor, Social Worker and Marriage & Family Therapist Board 614-728-7791 (complaint about a counselor, social worker, or marriage and family therapist)

For agencies with no TTY/TTD number listed, call the Ohio Relay Service TTY at 711 or 800-750-0750.