

<b>COMPLAINT POLICY</b>		
<b>Policy #:</b> AA2.3	<b>Date of Approval:</b> 4/15/08	<b>Date Policy is Effective:</b> 5/1/2023
<b>Responsible Person:</b> Director		<b>Approved By:</b> Tricia Clements
<b>Reference:</b>		<b>Cross Reference:</b>

**Purpose**

To ensure Richland County Health and Human Services maintains and implements due process policies and procedures to review and resolve complaints and inform people of their client rights.

**Policy**

It is the policy of Richland County Health & Human Services that anyone may make a complaint. All complaints will be handled per the Richland County Health and Human Services complaint procedure. See AA2.3 Appendix A. Once a formal complaint is received, the director will forward to the appropriate manager who will then determine if one of the specific program processes listed below must be followed.

1. All concerns related to services for a mental illness, developmental disability, or substance abuse will follow the Client Rights Grievance Resolution Procedure. See AA2.3 Appendix B.
2. All concerns related to your benefits through the Capital Consortium will follow the Fair Hearing Guidelines.
3. All concerns about the ADRC staff or services will follow the complaint and appeal policy through the ADRC of Eagle Country. See AA2.3 Appendix C.
4. All concerns related to services provided through the Child and Youth Services unit will follow the Richland County Child Welfare and Youth Services Complaint Process. See AA2.3 Appendix D.

**History**

4/15/2008 – Policy revisited by Complaint Workgroup. One complaint form created, eliminated informal complaint stage, and revised formal stages. Clients Rights Specialist replaced with Office Supervisor.

9/6/12 Removed mention of CMO/LTS.

4/1/18 Replaced Office Supervisor with Administrative Supervisor.

9/16/2020 Administrative Supervisor changed to Administration & Building Operations Manager and Manager of Operations changed to Business & Financial Services Manager.

5/2/2023: Specific program procedure removed and added as appendix.

**Annual Review Dates**

2/28/07; 3/16/07; 9/6/12; 4/1/18, 10/29/2018; 9/16/2020; 5/2/2023