



MARYLAND PSYCHIATRIC CARE *Hope. Help. Health. Healing.*

POLICY & PROCEDURE MANUAL			
POLICY NUMBER & TITLE	Grievance (Complaints) Policy	1.K.3.c.	Page 1 of 4
AUTHORIZED:		PRESIDENT/CEO: Gwendolyn Lindsey	
EFFECTIVE DATE: 11/01/2023			
MEDICAL REVIEW			

PURPOSE:

To outline the process by which a person served believing may seek resolution to concerns that can not be resolved with their primary provider.

POLICY:

Maryland Psychiatric Care acknowledges that differences or disagreements may arise during the treatment process and wishes to resolve such instances in an expeditious and prudent manner for the benefit of the person served, organization and all affected parties. Therefore, the following protocols have been established:

PROCEDURES:

The Compliance Office or CEO until the time that the CCO is hired by Maryland Psychiatric Care will act as the Rights Representative for anyone(individual or other organization) who has the responsibility for overseeing the grievance process and will provide such assistance as may be necessary to file a grievance..

The Rights Representative will be available during routine agency operating hours, 8:30 AM to 5:00 PM, to help to initiate the complaint procedure. If the Rights Representative is unavailable to help initiate a complaint, either the Rights Representative or, in the case of extended unavailability, the Program Director will make contact with the client within three (3) working days.

In the event that a client articulates a complaint or poses questions about filing a complaint, staff members of Maryland Psychiatric Care are responsible to provide the name and availability of the appropriate Rights Representative. Should the Rights Representatives be the subject of a complaint, the Program Director will function as an alternate Rights Representative and will work with the client to explain and offer assistance with the complaint procedure.

Upon expressing to the Right’s Representative, one's desire to file a complaint, the complainant is entitled to a private conference with the Rights Representative. Such conference shall be scheduled by the Rights Representative within three (3) working days of the complainant's



MARYLAND PSYCHIATRIC CARE *Hope. Help. Health. Healing.*

POLICY & PROCEDURE MANUAL			
POLICY NUMBER & TITLE	Grievance (Complaints) Policy	1.K.3.c.	Page 2 of 4
AUTHORIZED:		PRESIDENT/CEO: Gwendolyn Lindsey	
EFFECTIVE DATE: 11/01/2023			
MEDICAL REVIEW			

request. During this conference, the Rights Representative will provide a copy of the Maryland Psychiatric Care Client Complaint Policy and will review and explain said policy.

This Complaint Policy serves as notification that all complaints must be submitted in writing, and that the Rights Representative is available to assist the complainant in preparing a written complaint as may be necessary.

Informal Complaints: If something that has occurred that does not rise to the level of a formal complaint, they may seek an informal resolution with the staff involved and the Program Director. Informal Complaints will be tracked but may be handled internally providing the client and staff are satisfied with the resolution.

Formal Complaint; if a client believes that their rights have been violated, they always have the right to treat it as a Formal Complaint. All processes and procedures required by the State and Maryland Psychiatric Care Policy will be followed. Any reports of rights violations, will be treated as a formal complaint.

All written complaints are to be submitted to the Rights Representative and should include the following information:

- The date, time and location at which the complaint or alleged violation of client rights occurred;
- The names or description of individuals involved in the incident or situation being grieved;
- A brief narrative of the incident or complaint;
- The name of the client filing the complaint;
- The date of complaint filing is verified by the signatures of both the complainant and the Rights Representative. If a third-party files the complaint on behalf of someone, the signature of that third party should also be included with the date of complaint filing.

The Rights Representative shall investigate the complaint and provide the complainant with a signed and dated summary of any findings and the proposed resolution within twenty-one (21) days of the written filing. A copy of any such findings will also be provided to the Program



MARYLAND PSYCHIATRIC CARE *Hope. Help. Health. Healing.*

POLICY & PROCEDURE MANUAL			
POLICY NUMBER & TITLE	Grievance (Complaints) Policy	1.K.3.c.	Page 3 of 4
AUTHORIZED:		PRESIDENT/CEO: Gwendolyn Lindsey	
EFFECTIVE DATE: 11/01/2023			
MEDICAL REVIEW			

Director. Any extenuating circumstances indicating extension of this twenty-one (21) daytime period must be documented with written notice of such extension provided to the complainant.

If the proposed resolution is not satisfactory to the complainant, they, accompanied by the Rights Representative, will meet with either the Program Director to promote resolution of the complaint. Such a meeting must be requested within five (5) working days of the notification of findings and will be scheduled within five (5) working days of the request. Following this meeting, the Program Director will investigate the complaint and will render a decision within five (5) working days from the time of the meeting.

If the grievant is unsatisfied with the findings of the written response, he/she will be referred to a third party outside of the organization. The grievant will be referred to the Office of Health Care Quality, 55 Wade Ave, Catonsville, MD 21228, (410) 402 – 8056.

Following receipt of a complaint from a client or another person acting on behalf of a client of Maryland Psychiatric Care, within three (3) working days the Rights Representative will acknowledge receipt of the complaint in writing to the person responsible for the filing. The written acknowledgment will include, at minimum, the following information:

- Date the complaint was received;
- Summary of the complaint;
- An overview of the complaint investigation process;
- The timetable for completing investigation of the complaint and notifying the complainant of proposed resolution;
- The contact name, address and telephone number of the Rights Representative.

In addition to this initial acknowledgment, written notification and explanation of the disposition of any complaint will be supplied to the client at each stage of the complaint process within the time frames specified in this policy.



MARYLAND PSYCHIATRIC CARE *Hope. Help. Health. Healing.*

POLICY & PROCEDURE MANUAL

POLICY NUMBER & TITLE	Grievance (Complaints) Policy	1.K.3.c.	Page 4 of 4
AUTHORIZED:		PRESIDENT/CEO: Gwendolyn Lindsey	
EFFECTIVE DATE: 11/01/2023			
MEDICAL REVIEW			

Non-Retaliation

In the event that a complaint is filed either internally within Maryland Psychiatric Care or with an outside organization, it is the strict policy of Maryland Psychiatric Care that the complaint will not result in retaliation toward the complainant, create a barrier to the provision of services, or the refusal on the part of Maryland Psychiatric Care employees to provide the availability or assistance of the complainant seeking an advocate.

All staff and persons served are educated of the grievance process during orientation and annually.

The grievance policy and forms are posted in the office and on the website.