

Gilead Community Services, Inc.

Client Problem Resolution & Client Grievance Procedures Acknowledgement Form
(For Clients in DMHAS funded programs)

Gilead Community Services, Inc. and its staff strive to uphold the rights of all its clients at all times while providing the best possible clinical treatment. However, if at any time you have a complaint regarding your care or feel that your rights have been violated, you are encouraged to use the following procedures in an attempt to resolve your concerns as quickly and effectively as possible (please refer to the actual policy & procedures for complete details). At your request, the Client Rights & Privacy Officer and/or advocacy services are available to assist you with these procedures. No client shall be subject to retaliation or barriers to services as a result of filing a complaint or grievance.

Client Problem Resolution Procedure Summary

You should first raise your concern directly with the staff person with whom you have the problem in an effort to work together to resolve it at this level. If you are unsatisfied with the results of this attempt & you are a client of a residential program (Gilead I, Gilead II, or GAP), you should bring your concern to the attention of the program manager. If you are not a client of a residential program or if you are a residential client who is unsatisfied with the program manager's response to your concern, you should next complete a Complaint/Grievance Form (available from the Client Rights & Privacy Officer or any staff person) and submit it to your Program Director who will provide a written response in 5 working days. If you remain unsatisfied after receiving the Program Director's response, you may submit your complaint form & program director's written response to Gilead Community Services' Associate Director. The Associate Director will review your complaint & provide you with a written response and any proposed resolution within 7 working days. If you are still unsatisfied after receiving the Associate Director's response, you may choose to file a formal grievance with Gilead Community Services' Client Rights & Privacy Officer (Phone #: 343-5300). You also have the right to file a formal grievance at any time and are not required to use the Problem Resolution Procedure. If your complaint is regarding a violation of your privacy rights, you may also choose to file a complaint directly to the Client Rights & Privacy Officer and/or to the Secretary of the Department of Health and Human Services at the Patient Relations Office, One American Row, Hartford, CT (Phone #: 860-251-5000).

Client Grievance Procedure Summary

At the end of the Client Problem Resolution Procedure or at any point (within the designated time frame) before, during, or regardless of use of the Problem Resolution Procedure, a grievance can be filed by completing a Complaint/Grievance Form and submitting it to Gilead Community Services' Client Rights & Privacy Officer. You, your conservator of person, or a person designated by you (such as an advocate, family member, significant other, or friend) may file a formal grievance with the Client Rights & Privacy Officer if the agency or its staff has [1] violated your rights provided by statute, regulation, or policy; [2] treated you in an arbitrary or unreasonable manner; [3] denied you services authorized by a treatment plan due to negligence, discrimination, or other improper reasons; [4] engaged in coercion to improperly limit your treatment choices; [5] unreasonably failed to intervene when your rights had been jeopardized in a setting controlled by this agency; or [6] failed to treat you in a humane or dignified manner. At your request, the Client Rights & Privacy Officer or agency staff can assist

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Client Grievance Procedure Summary (Cont.)

you in obtaining a Complaint/Grievance Form, completing the form, or filing the grievance. A Grievance must be filed within 45 days of the action complained of, unless a good reason can be shown for late filing. A grievance may be withdrawn at any time. Once received, the Client Rights & Privacy Officer will investigate your complaint and attempt to work out any resolutions, if possible. The Client Rights & Privacy Officer may offer a written informal resolution proposal (which you will have 10 business days to consider) and/or the Executive Director will make a Final Decision all within 21 days of receipt of the grievance (not counting any time during which you are considering an informal resolution proposal), unless the Executive Director has authorized an additional 15 days for reasonable cause. If you are still unsatisfied with this Final Decision, you may file an appeal in writing with a designee of the Commissioner of DMHAS within 15 days of receipt of the Final Decision.

I, _____ (print name), acknowledge that I understand and have read and/or discussed the Client Problem Resolution & Client Grievance Procedures with staff. I was also given an opportunity to ask questions and was offered a copy of the associated policies & procedures for future reference.

Client Signature: _____ Date: _____

Conservator's Signature: _____ Date: _____
(If Applicable)