

Unity Behavioral Health
Complaints & Grievances

- Complaint Reporting
 - Complaints and grievances may be reported verbally or in writing to any personnel and/or supervisor.
 - Unity values all feedback and concerns associated with services and understands that there may be times where complaints and/or grievances are unable to be resolved at the personnel or supervisory level. At any point, clients (and/or parent/guardians) may reach out directly to the Clients Rights Officer (document located at the bottom of this document)
 - Complaints may also be submitted anonymously through the website
- Acknowledgment and Documentation
 - Upon receipt of a complaint, the organization will acknowledge receipt and document the details of the complaint, including the nature of the issue, the identity of the complainant (if known), and any relevant supporting information.
 - Written acknowledgement of the complaint will be provided within 3 business days of receipt.
- Investigation and Resolution
 - Complaints will be promptly investigated by the Client Rights Officer (or designated personnel) to gather relevant facts, identify underlying causes, and determine appropriate courses of action.
 - Depending on the nature and complexity of the complaint, resolution may involve mediation, conflict resolution techniques, policy clarification, corrective action, or other remedial measures.
- Communication
 - Unity will communicate with the complainant throughout the investigation and resolution process to provide updates, solicit feedback, and address any concerns or questions.
 - Timely and transparent communication will be maintained to keep the complainant informed of progress and outcomes.
 - In instances where a resolution to the complaint may take longer than 10 business days (2 weeks), the Client Rights Officer will provide notification to the complainant.
- Confidentiality
 - Confidentiality will be maintained throughout the complaint resolution process to protect the privacy and confidentiality of the complainant, individuals involved, and sensitive information disclosed.
- Follow-Up
 - Following the resolution of the complaint, the organization will conduct follow-up actions as necessary to ensure that corrective measures are implemented, lessons learned are applied, and feedback is solicited to prevent similar issues from recurring.
- Escalation
 - If a complaint cannot be resolved satisfactorily at the initial level, it may be escalated to higher levels of management or to an independent reviewer, as appropriate.
 - It may also be reported to any of the below departments for review.

Effective Date: 6/1/24	Applies To: Clients & Personnel
Rule/Accreditation Ref: CARF 1.K	Policy/Procedure Ref: 1.5.02 – Complaints & Grievances



Unity Client Rights Officer:
Alicia Boreman, LPCC-S
(419) 819-8428
aliciab@unityservices.org

<p>Wood County Alcohol, Drug Addiction and Mental Health Services Board 745 Haskins Road Bowling Green, Ohio 43402 (419)352-8475</p>	<p>U.S. Department of Health & Human Services Office for Civil Rights 233 N. Michigan Avenue, Suite 240 Chicago, Illinois 60601 (312)886-2359</p>
<p>Ohio Department of Mental Health and Addiction Services 30 East Broad Street, 8th Floor Columbus, Ohio 43215 (614)466-2596</p>	<p>Counselor, Social Worker and Marriage and Family Therapist Board 77 S. High Street, 24th Floor, Rm 2468 Columbus, Ohio 43215 (614)466-0912</p>
<p>Ohio Legal Rights Service 50 West Broad Street, Suite 1400 Columbus, Ohio 43215 (614)466-7264</p>	<p>State of Ohio Medical Board 77 S. High Street, 17th Floor Columbus, Ohio 43215 (614)466-3934</p>
<p>Attorney General’s Office Medicaid Fraud Control Section 30 East Broad Street, 17th Floor Columbus, Ohio 43215 (614)466-4320</p>	<p>State of Ohio Board of Nursing 17 S. High Street, Suite 400 Columbus, Ohio 43215 (614)466-3947</p>
<p>Commission on Accreditation of Rehabilitation Facilities Phone (520) 325-1044 Toll Free: (888) 281-6531 https://carf.org/contact-us/</p>	<p>State of Ohio Board of Psychology 77 S. High Street, Suite 1830 Columbus, Ohio 43215 (614)466-8808</p>

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