

SHIAWASSEE COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
POLICY AND PROCEDURE MANUAL

Section: Recipient Rights
Policy Number: 38
Subject: **Complaints, Disagreements, Disputes,
and Grievances**

Effective Date: 4/29/02
Last Revision Date: 5/17/16
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Policy

It is the policy of Shiawassee County Community Mental Health Authority (SCCMHA) to orient consumers and/or guardians of consumers of non-emergent Community Mental Health specialty services to the processes available to settle complaints, disagreements, disputes, and grievances.

This policy will address type, quantity and/or quality of specialty service provided by the partner Boards. Specialty services relate to billable and/or documented service activity as well as any type of service provided. For purposes of this policy the meaning of the terms complaints, disagreements, disputes and grievances will be related to the Michigan Department of Health and Human Services contract and will relate to a concern(s) on the part of the consumer toward the partner Board, a contracted provider of the partner Board and/or another consumer of the partner Board. For purposes of this policy the term "consumer" will also include the guardian of the consumer.

Purpose

To ensure the protection of rights of recipients receiving services from SCCMHA.

To ensure all recipients have access to the processes available to settle complaints, disagreements, disputes, and grievances at SCCMHA.

To ensure compliance with the Michigan Mental Code, the Michigan Department of Health and Human Services, Administrative Rules, and the standards of accrediting bodies.

Application

This policy applies to all SCCMHA programs and services.

Definition

Consumer refers to those persons who are eligible to receive services as well as those currently receiving services, their families, and other referral sources.

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Compliance

External: Mid-State Health Network
MDHHS Master Contract and Attachments

Approved by: 
Board Chairperson

9-26-2016
Date


Chief Executive Officer

9/28/16
Date

