Dispute and Grievance Resolution (2.8)

Recovery Unlimited has a uniform procedure for prompt management of disputes brought by individuals accessing, receiving, or being evaluated for services and their family members. Recovery Unlimited provides a fair dispute resolution process that allows options for submitting both verbal and written disputes.

First, an individual should try to communicate their needs to the treatment provider, so that they might work together to try to resolve the situation and benefit the therapeutic relationship. If the individual does not feel satisfied with that communication or feels that their issue is not resolved, the individual may express their dispute either verbally or in writing to the Clinical Director, Executive Assistant or Owner.

The reports will be reviewed within 24 hours and an attempt to schedule a meeting with the individual shall be made (see timeline below). If the report is anonymous. The management team will review and make a decision to move forward or permanently file.

If the grievance is related to the individual's therapeutic services, the Clinical Director is empowered to communicate with the treatment provider, other clinical supervisors, or any other staff to investigate the details from a clinical point of view. The Clinical Director or designee will then reach out to the individual, either in writing or in a face-to-face meeting, within 7 days (but no later than thirty business days) of the initial complaint with a resolution the Clinical Director feels may be appropriate.

The Clinical Director will write a summary of the grievance, what the Clinical Director did to investigate the claim, and the actions taken to resolve the conflict. The Clinical Director will maintain a file of grievances investigated and send a report annually to their BHA representative outlining any issues and containing a written summary of the resolution of the investigations. Recovery Unlimited utilizes data from any submitted grievances in its Quality Management Program (see Quality Management Program (2.17) section of this document).

Recovery Unlimited will inform the individual who submitted the dispute verbally or in writing that they may also submit a grievance to the Behavioral Health Administration. A member of the management team will guide the individual as they file the grievance and provide the appropriate information.

Recovery Unlimited maintains a record of submitted disputes, separate from the individual records that include the date, the type of dispute, and the outcome of the investigation. Dispute data must be reported annually to the BHA.

A Recovery Unlimited representative will be designated to assist individuals in resolving disputes. This person shall be a member of the management team and not be a person named or of interest in the grievance filed.

All members of management will be educated concerning the steps in place for disputes that are filed. The education will include an explanation of the individual's rights. The grievance process and procedures; and the name, contact information, and the responsibilities of the designated representative within the management team. If a person considered management is named in any grievance or a dispute is made naming a management member, all discussions with the management team are to be kept confidential to protect the rights of the individual filing. The person named may not be involved in any procedures involving the grievance. Appropriate contacts for an external appeal must be provided to the individual.

Recovery Unlimited educates individuals and their representatives about the mechanisms in place for filing disputes. This education includes an explanation of the individual's rights, the dispute process and procedures, and the name, contact information, and responsibilities of the designated representative within Recovery Unlimited.

Appropriate contacts for external appeals are also provided, which may include but are not limited to, the following: the Colorado Department of Regulatory Agencies, the Colorado Department of Public Health and Environment, the Colorado Department of Health Care Policy and Financing, or the Governor's designated protection and advocacy system for individuals with mental illness. Documentation in the individual records must include the dated signature of the individual receiving the information.

Recovery Unlimited has posted a notice of rights, dispute procedure, and the designated representative's name, office location, responsibilities, and telephone number in the reception area. The notice is translated into languages commonly used by the populations in the service area. Notice of these dispute and grievance procedures can also be found on Recovery Unlimited's website.

The notice is explained verbally in detail and signed with witness during the administrative intake procedure, a copy is offered to the individual, and a copy is kept in the individual record permanently. The individual is made aware of how to obtain both an electronic and hard copy of the notice upon admission.