

5122-2-04

**Client complaint and grievance procedure for regional psychiatric hospital inpatient services.**

- (A) The purpose of this rule is to promote individual recovery and provide a means for persons served who have or are receiving regional psychiatric hospital (RPH) inpatient services or persons acting on their behalf to lodge complaints, request mediation, and file grievances and appeals regarding care, treatment, environmental conditions, the exercise of client rights or other aspects of inpatient care or services and to have those complaints, grievances and appeals heard and acted upon in a timely manner, including access to mediation. This rule also reinforces the obligation of all staff to listen to and respond to complaints of persons served.
- (B) The provisions of this rule shall be applicable to all RPHs providing inpatient services under the managing responsibility of the department.
- (C) The medical director of the Ohio department of mental health and addiction services shall adopt a policy regarding client complaint and grievance procedures at RPHs.
- (D) Each RPH may make changes to the client complaint and grievance procedure policy with the approval of the RPH's governing body, the department's client's rights specialist, and the medical director of the department.
- (E) The client complaint and grievance procedure policy shall be based on 42 CFR 482.13 and the centers for medicare and medicaid services manual, effective date October 17, 2008.
- (F) The client complaint and grievance procedure policy shall be reviewed by the medical director not more than three years after the date of the last review of the policy.

Replaces: 5122-2-04

Effective:

Five Year Review (FYR) Dates:

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Certification

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Date

Promulgated Under: 119.03  
Statutory Authority: 5122.33  
Rule Amplifies: 5122.29  
Prior Effective Dates: 3/7/1986, 7/27/1990, 12/13/1999, 6/06/2011