

Client Rights and Grievance Procedures in Ohio

OAC 5122:2-1-02 [Effective 3/1/2012] Board client rights and grievance procedure

(A) The purpose of this rule is to describe the role and responsibilities of community mental health boards in the client rights and grievance procedures.

(B) The provisions of this rule are applicable to each community mental health board. In addition, the provisions of rule [5122-26-18](#) of the Administrative Code are also applicable to each community mental health board which itself provides mental health services when permitted to do so in accordance with division (A)(8)(b) of section [340.03](#) of the Revised Code.

(C) Definitions.

(1) "Client rights officer" means the individual designated by a mental health agency or board with responsibility for assuring compliance with the client rights and grievance procedure rule as implemented within each agency or board. For these purposes the individual holds the specific title of client rights officer.

(2) "Contract agency" means a public or private service provider with which a community mental health board enters into a contract for the delivery of mental health services. A board which is itself providing mental health services is subject to the same requirements and standards which are applicable to contract agencies, as specified in rule [5122:2-1-05](#) of the Administrative Code.

(3) "Grievance" means a written complaint initiated either verbally or in writing by a client or by any other person or agency on behalf of a client regarding denial or abuse of any client's rights.

(4) "Services" means the complete array of professional interventions designed to help a person achieve improvements in mental health such as counseling, individual or group therapy, education, community psychiatric supportive treatment, assessment, diagnosis, treatment planning and goal setting, clinical review, psychopharmacology, discharge planning, professionally-led support, etc.

(D) Community mental health board procedure.

(1) Each community mental health board shall assure in its community plan that each contract agency has a grievance procedure in place which meets the requirements of rule [5122-26-18](#) of the Administrative Code. Each community mental health board shall recognize that, for an agency accredited and granted deemed status by the Ohio department of mental health in accordance with rule [5122-25-03](#) of the Administrative Code, the requirements of rule [5122-26-18](#) of the Administrative Code are met by agency conformance to its accrediting body standards.

(2) Each community mental health board must establish a procedure for addressing client rights complaints, including, when applicable, complaints initiated in accordance with rule [5122-30-22](#) of the Administrative Code on behalf of a resident of a residential facility. This procedure must include:

(a) Provision for accessing agency information relevant to the complaint;

(b) Provision of written copy of the board's grievance procedure to be available on request;

(c) Specification of time lines for a resolution of the grievance, not to exceed twenty working days from the date the grievance is filed;

(d) Provision for written notification and explanation of the resolution to be provided to the client, or to the griever if other than the client, with the client's permission;

(e) A statement regarding the option of the griever to further grieve with any or all of the following: Ohio department of mental health, Ohio legal rights service, U.S. department of health and human services. Appropriate professional licensing or regulatory boards' relevant names, addresses, and telephone numbers shall be included; and

(f) Provision for providing, upon request, relevant information about the grievance to one or more of the organizations specified in this paragraph to which the griever has initiated a complaint.

(E) Implementation and monitoring.

(1) Any board may accomplish its responsibilities in regard to the provisions of this rule and rule [5122-26-18](#) of the Administrative Code through utilization of its own staff or board members as appropriate, or through agreement with outside staff, agencies, or organizations, except that:

(a) Each board must assure prompt accessibility of the client rights officer.

(b) The utilization of outside persons must be clearly explained to clients, applicants, and grievors.

(2) The community mental health board shall also keep records of grievances it receives, the subject of the grievances, and the resolution of each, and shall assure the availability of these records for review by the department of mental health upon request. The board shall summarize annually its records to include number of grievances received, types of grievances, and resolution status.

(3) The department of mental health may periodically review the implementation of client rights policy and grievance procedures in each board area. Each board shall maintain a client rights policy and grievance procedure that is approved by the

department of mental health. Subsequent substantive changes to such written policy and procedure shall be submitted to and approved by the department before enactment.

Replaces: 5122:2-1-02

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