

# Grievance Process

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If you believe that your concerns have not been resolved after talking with the Client Rights Officer (CRO) at the agency where you get services, you can file a Grievance with the CRO at the Clermont Mental Health & Recovery Board (CCMHRB).

A grievance is a way to say you are not satisfied. Grievances center on the violation of client rights. Please click on "[Client Rights in the Mental Health System](#)" or "[Client Rights in Alcohol or Drug Treatment](#)" for a list of client rights. Concerns may be addressed either formally or informally.

## The Grievance Procedure

- A complaint may come to any staff member of the Board. If it is a grievance, it is referred to the CRO.
- Discuss your concerns with the CRO. The CRO will help you determine if your concern should be addressed either informally or formally.
  - Informal

Sometimes, talking with a staff member or a Client Rights Officer at the agency to let them know you are unhappy can result in changes you want. Many complaints are resolved using the informal process.
  - Formal

If you do not believe that your concerns were addressed through the informal process, or would like help talking with the agency, you can file a formal grievance.
- A grievance is a written document. The CRO can help you write the grievance, if desired.
- CRO investigates the grievance and schedules a hearing, if appropriate.
- The CRO has 20 days from the time you filed your grievance to come to a resolution.

If you are not satisfied with the results of the hearing, you may also contact the following organizations:

### **For concerns regarding mental health services:**

Ohio Department of Mental Health	877-275-6364
Ohio Advocates for Mental Health	800-589-2603
National Alliance for Mental Illness (NAMI-OHIO)	800-686-2646

**For concerns regarding alcohol and drug services:**

Ohio Department of Alcohol and Drug Addiction Services 614-466-3445

**For concerns regarding any type of services:**

Ohio Legal Rights Service (OLRS) 800-282-9181

U.S. Department of Health and Human Services 312- 886-5078

If you believe a licensed staff person (doctors, nurses, counselors, social workers, or psychologists) has violated rules that govern their profession, you can also file a complaint with their Licensing Board. **To file a complaint about a licensed staff member**, contact:

State of Ohio Medical Board 800-554-7717  
(Compliant about a medical doctor or psychiatrist)

Ohio State Board of Psychology 877-779-7446  
(Complaint about a psychologist)

Ohio Board of Nursing 614-466-3947  
(Compliant about a nurse)

Counselor, Social Worker and Marriage & Family Therapist Board 614-728-7791  
(Compliant about a counselor or social worker)

For agencies with no TTY/TTD number listed, call the Ohio Relay Service TTY at 711 or 800-750-0750.