

CUSTOMER SERVICE IS OUR # 1 PRIORITY

*If you are not satisfied with any aspect of your services at
Kennebec Behavioral Health.....*

Complaints

If you are not satisfied with any aspect of your services at KBH, you may choose to file a complaint. You may do this by addressing the issue with your treating provider, or ask to speak with a program manager or supervisor. As customer concerns arise, every attempt will be made by staff and Program Managers to understand and resolve issues on an informal basis.

All verbal or written complaints will be acted upon within 48 hours. A formal written response to the complaint, if requested, will be provided within 30 days of the initial complaint if appropriate.

If you are not satisfied with informal attempts at resolving the complaint, you may choose to file a more formal grievance.

Additionally, suggestion boxes are available at all of the clinic waiting areas for your use should you wish to make a suggestion for improvement.

Grievances

All grievances shall be made in writing. Grievants may write their grievances in letter form or may use the Grievance Form. Grievance forms are available through any KBH staff member.

Formal grievances shall be filed with the Chief Executive Officer who shall, upon request of the grievant, forward a copy of the grievance to the Department of Health and Human Services. The Chief Executive Officer shall designate a "Complaint Officer" to formally review the circumstances outlined in the grievance and write a response to the grievance with the findings of their review. It shall be the Complaint Officer's decision as to the formal process for reviewing the Grievance.

A formal written response shall be made within five (5) days, excluding weekends and holidays.

If the agency staff needs a longer period to investigate the circumstances of the grievance, a five (5) day extension shall be made and the grievant so notified.

Such written response shall be forwarded to the Chief Executive Officer and sent to the grievant.

If the grievant is unsatisfied with the findings at the first level, he or she may appeal the decision to the Department of Health and Human Services.

Such an appeal must be made within ten (10) days, excluding weekends and holidays.

The Chief Executive Officer or designee shall forward copies of such an appeal to the Department of Health and Human Services.

Human Rights Statement of Intent

No discrimination is to be made against any KBH consumer relative to race, creed, religion, gender, age, national origin, political belief, sexual preference, handicap or nature of complaint that a consumer might institute against KBH.

All treatment programs are to be conducted consistent with basic human rights. While, essentially, only "voluntary" consumers are treated in KBH programs, in cases where KBH clinicians are involved in a Petition for Involuntary Commitment of a patient to a public facility, such procedures will be conducted in a least restrictive manner, consistent with the protection of Patient Rights and dignity and the legitimate protection and needs of the individual and community.

Consistent with these rights all consumers of services shall be assured freedom from abuse, neglect, exploitation, humiliation, and or retaliation.