

## CLIENT GRIEVANCES

**To ensure all clients are provided information regarding the filing of a grievance when problems regarding Maple Star Nevada services have not been resolved through discussions with direct care staff or supervisors.**

### CLIENT GRIEVANCE PROCEDURE

All clients have the right to follow this specific grievance procedure when concerned that treatment recommendations are not in their best interest, if they feel that they are being treated unfairly, or are being unduly consequence for their actions or non-actions.

1. The first line of communication for a complaint or grievance should always be with the primary counselor/provider.
2. If the client is dissatisfied with the response of the primary counselor/provider or if the grievance is against the primary counselor, they may appeal to the Program Administrator.
3. If the client is still dissatisfied with the response of the Program Administrator, they may appeal to the State Clinical Director who shall respond to the grievance in writing within seven (7) working days of the hearing the grievance.
4. If the client is unsatisfied with the response of the State Clinical Director, they may appeal to the State QI Director. The State QI Director shall set a conference with client and the State QI Director to address the client's concerns, and mediate a resolution to the matter.
5. If the client remains dissatisfied with the response of the State QI Director, they may appeal directly to the Nevada Substance Abuse Prevention and Treatment Agency, or the appropriate certifying Mental Health agency.