



Grievance Procedure

Grievances may be filed within a “reasonable” amount of time from the date of occurrence. All families shall be immediately advised about the Clients Rights Officer and the right to file a grievance. The Clients Rights Officer may be contacted in writing, by telephone and in person. In an emergency, all efforts to contact the Clients Rights Officer via a Buckeye Ranch issued cell phone will be made with a request for an immediate call back. Alleged instances of abuse or neglect shall be reported and investigated in accordance with Ohio Administrative Code 5101:2-9-24 and ORC 2151.421.

You will be informed of your rights by direct care team members and/or the Clients Rights Officer under applicable agency, state, and federal laws and rules.

Team members will assist you if you believe your rights have been violated in the following manner:

- If the concern involves quality of care, service or an administrative issue you will be encouraged to talk about your concern privately with your primary team member. You will be informed that the team member may not be able to maintain the confidentiality of the information conveyed to them if the information is serious enough to warrant further disclosure. Any documentation required to record the concern should be completed by the team member who initially counsels you and your family.
- If there is no resolution to the concern, the next step should be to discuss the situation with the manager/supervisor. The manager/supervisor is expected to respond within 3 business days to discuss the situation.
- If there is no resolution to the concern, you will be reminded that you have a right to file a formal grievance, in writing, through the Clients Rights Officer, who will then investigate the grievance.
- A team member can assist you if you wish to file a grievance with the Clients Rights Officer by following the steps below:
 1. You will be shown how to access the online grievance form (Clients Rights brochures that include the QR Code to access the online grievance form are available in the main lobby area of each service location).
 2. If you require assistance in preparing a written grievance, a team member will assist you in preparing the written grievance. You must provide final approval of the written content of the grievance, and an acknowledgement that assistance was provided must be indicated on the written grievance.
 3. All grievances must be written and include the following elements:
 - Be signed and dated
 - Signed by you or the individual filing the grievance on your behalf.
 - Date, approximate time, description of incident/concern, and names of those individuals involved in the incident/situation.
 4. The Clients Rights Officer will schedule an initial contact within 3 business days of receipt of the written grievance.
 5. You have the option to file a grievance with outside organizations that include, but are not limited to, those resource agencies listed below.
- If you are dissatisfied with the response of the Clients Rights Officer, you will be instructed to contact the Vice President of the program.



- If you continue to be dissatisfied with the resolution set forth by the Vice President of the program, you should proceed with contacting the CEO of The Buckeye Ranch, or designee at (614) 875-2371.

Additional Contacts

You have the option to initiate a complaint with any or all the agencies listed below:

Ohio Dept. of Mental Health & Addiction Services 30 E. Broad St Columbus, OH 43215-3430 (800) 282-0515	Ohio Attorney General’s Office 30 East Broad Street 14 th Floor Columbus, Ohio 43215 (614) 466-2596
Disability Rights Ohio 200 S. Civic Center Drive Suite 300 Columbus, Ohio 43215-5923 (800) 282-9181	FCCS Client’s Rights Officer 855 West Mound Street Columbus, Ohio 43223 (614) 275-2621
Ohio Department of Job and Family Services 30 East Broad Street 32 nd Floor Columbus, Ohio 43215 (614) 466-6282	U.S. Department of Health and Human Services, Region V 233 North Michigan Ave. Suite 1300 Chicago, Illinois 60601 (312) 353-1385
Franklin County ADAMH Board 447 East Broad Street Columbus, Ohio 43215-3822 (614) 224-1057	State Board of Psychology-Ohio 77 South High Street, Suite 1830 Columbus, Ohio 43215-6108 (877) 779-7446
Ohio Board of Nursing 17 South High St. Suite 660 Columbus, Ohio 43215-7410 (614) 466-3947	Ohio Chemical Dependency Professionals Board 77 South High St. 16 th Floor Columbus, Ohio 43215 (614) 387-1110
Ohio Counselor, Social Worker & Marriage & Family Therapist Board 77 S. High Street, Room#2468 24 th Floor Columbus, Ohio 43215-5919 (614) 466-0912	