

Harris County Public Health

Ryan White Grant Administration

Policy & Procedure

Client Complaints and Grievances

REVISED DATE: 08/15/16

Site Visit Guideline 2.4

POLICY:

All agencies receiving funding through Ryan White Part A are required to maintain a client complaint procedure which is posted in a visible location.

PROCEDURES:

1. Upon admission to services, every client is provided a copy of the agency grievance procedure, which is explained to the client in an understandable language and format.
2. The agency must document in the client record that client received agency procedures by means of a statement signed by the client indicating that these have been provided and explained. This statement may be included on the agency's consent for services form or a separate form.
3. The agency will not terminate, suspend, reduce or alter any service provided to a client filing a complaint or considering filing with the agency or Ryan White Grant Administration (RWGA), unless the client actions put the agency, case manager or other clients at risk. Documented supervisory review is required when a client is terminated or suspended from services due to behavioral issues. The agency will not intimidate, threaten or decrease service offerings in any way to a client filing a complaint or considering filing a complaint. It is expected that the agency will follow its own policies and procedures should a client need to be expelled from agency premises.
4. The agency will designate a contact person for client complaints. The person's name and phone number will be provided to all clients who wish to file a complaint and posted on a flyer in a visible area (sample attached).
5. Upon request, the agency will provide the client with names, addresses and phone numbers for all regulatory bodies overseeing services at the agency, and accurate information regarding which, if any, would be most appropriate to handle the specific complaint.
6. The agency will inform the client that he/she should initially file a formal complaint directly with the agency. If a resolution cannot be reached at the agency level, the client may then forward the complaint to RWGA by phone, in writing or in person for resolution.

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7. The agency will maintain a file of all complaints received and their corresponding resolutions. The agency must document the complaint/grievance on a standardized form available in a language and format understandable to the client. The resolution of each grievance/complaint is also documented on the standardized form and a copy given to the client. The file must be available for review during the annual site visit.

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ATTACHMENTS

1. Sample Complaint Flyer – English & Spanish Version

Approved by Manager
HCPH – Ryan White Grant Administration

Date



This agency is partially funded by the Ryan White HIV/AIDS Treatment Extension Act of 2009 and must have a client complaint/grievance process. To file a complaint with this agency, please contact:

at _____

If your complaint is still not resolved, please call the Ryan White Grant Administration Quality Analysts at (713) 439-6089 or write to this address:

**Harris County Public Health
Ryan White Grant Admin. – Quality Analyst Team
2223 West Loop South, Suite 417
Houston, TX 77027**





Esta agencia parcialmente recibe fondos de Ryan White HIV/AIDS Treatment Extension Act of 2009 y requiere tener un procedimiento de quejas y reclamos. Para registrar una queja o un reclamo contra esta agencia por favor comuníquese con:

_____ al _____

Si su queja o reclamo no se ha resuelto por favor llame a los Analistas de Calidad de Ryan White Grant Administration al teléfono

(713) 439-6095

o escribanos a la siguiente dirección:

**Harris County Public Health
Ryan White Grant Admin. – Quality Analyst Team
2223 West Loop South, Suite 417
Houston, TX 77027**

