

**FAMILY & CHILDREN'S SERVICES, INC.  
GRIEVANCE POLICY**

**WHO MAY FILE A GRIEVANCE:** Any client of Family and Children's Services (F&CS) or any person interested in the welfare of a client (e.g., relative, foster parent) may file a grievance.

**WHAT IS A GRIEVANCE:** Clients have the right to file a grievance when they think there has been an infringement of their client rights.

**WHEN A GRIEVANCE MAY BE FILED:** It is important that grievances be filed as soon as possible to enable timely resolution. A grievance may be filed with F&CS or with any of the four agencies listed below.

**HOW TO FILE A GRIEVANCE:** Your grievance may be taken by obtaining a Client Grievance Form from any staff member. Write your grievance on the form and include your proposed resolution of the problem. Sign the form and return it to any supervisor. You may request assistance from the F&CS designated Local Advocate in completing the form and filing the grievance.

**CrisisCare Center Clients:** Within three (3) days after your grievance is received, an attempt will be made, with your participation, to resolve the problem. You will receive a written response of the resolution.

**All Other Clients:** Within fourteen (14) days after your grievance is received, an attempt will be made, with your participation, to resolve the problem. You will receive a written response of the resolution.

You have the right to file a grievance, to receive a written response to your grievance and to appeal if you are not satisfied with the response. If any person attempts to deny you these rights or penalize you for filing a grievance, contact the ODMHSAS Consumer Advocacy Division, Office of Juvenile Affairs (OJA) Office of Advocate General, DHS Office of Client Advocacy, or the OHCA Grievance Docket Clerk.

For more information about the grievance process, please ask for an F&CS Local Advocate or Angela Adamy, Director of Quality.

Agencies to assist you in the grievance process:

DHS  
Office of  
Client Advocacy  
P.O. Box 25352  
Oklahoma City, OK  
73125-0352  
(800) 522-8014

OJA  
Office of the  
Advocate General  
P.O. Box 268812  
Oklahoma City, OK  
73126-8812  
(405) 530-2800

OHCA  
Grievance Docket  
Clerk  
Legal Division  
P.O. Drawer  
18497  
Oklahoma City, OK  
73154-0497  
(405) 522-7217

ODMHSAS Office of Consumer  
Advocacy and  
ODMHSAS Inspector General  
2000 N. Classen Blvd., Ste E600  
Oklahoma City, OK 73106-6016  
(405) 248-9037  
(866) 699-6605  
Reachout Hotline: (800) 522-9054  
AdvocacyDivision@odmhsas.org  
InspectorGeneral@odmhsas.org