



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

WHO MAY FILE A GRIEVANCE: Any client of Family and Children's Services (FCS) 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 FCS 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 FCS 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 Oklahoma State Department of Health (OSDH) Office of Client Advocacy, Office of Juvenile Affairs (OJA) Office of Advocate General, Oklahoma Health Care Authority (OHCA) Grievance Docket Clerk, or Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) Consumer Advocacy Division.

For more information about the grievance process, please ask for an FCS Local Advocate or Mary Ellen Solon, Director of Risk Management.

Agencies to assist you in the grievance process:

OSDH
Office of
Client Advocacy
123 Robert S. Kerr
Ave., Suite 1702
Oklahoma City, OK
73102-6406
(405) 522-2720

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