

## **REGION II HUMAN SERVICES**

### **Policy on filing a grievance regarding Region II Human Services as the Behavioral Health Authority.**

Effective Date: June 23, 2011  
Approval Date: June 23, 2011

Approved by: Region II Human Services Governing Board

#### **PURPOSE**

To provide a procedure for filing a grievance regarding Region II Human Services as the Behavioral Health Authority.

#### **POLICY**

Any grievance regarding contracts, audits, or other matters relating to the work of Region II Human Services and/or its work as the Behavioral Health Authority shall be put in writing and submitted to Regional Office, Box 1208, North Platte, NE 69103, within seven (7) business days of the precipitating incident.

The Regional Administrator will review the allegations and any accompanying explanatory material and respond in writing to the grievance within seven (7) business days. The response will be sent to the person filing the grievance (Grievant) and any such other parties the Regional Administrator deems relevant to the matter, which may include other parties alleged to be involved in the incident. If it is determined that the review and response cannot be reasonably completed within seven (7) business days, the Regional Administrator shall notify the Grievant in writing within the initial seven (7) day period and advise the Grievant of the expected time necessary to complete the review and provide a response.

The Grievant shall have seven (7) business days to file a written reply to the response. This reply shall be addressed to the Regional Administrator. In the reply, the Grievant shall state whether (a) the response satisfactorily resolves the matter, (b) further clarification is needed, or (c) the response does not satisfactorily resolve the matter and the Grievant requests that the matter be submitted to the Governing Board. If the Grievant does not reply within seven (7) business days, the lack of reply shall be construed as an admission that the response appropriately addresses the issue grieved.

The Regional Administrator may appoint an appropriate individual to assist or perform the duties and responsibilities set forth above.

Business days are defined as the weekdays of Monday through Friday in which Region II Human Services' administrative offices are open for normal business operations.

A copy of this policy will accompany the response to the grievance.